

WebHost Manager 1.01

User Guide

WebHost Manager

DOCUMENTATION VERSION: 1.01

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1 What is WebHost Manager?

WebHost Manager is the control center of the CPanel / WebHost Manager package. It is used to set up and manage accounts, monitor bandwidth and services, and much more – all aspects of web hosting are covered through WebHost Manager. You can keep track of the accounts on your server, their bandwidth, and disk space usage, and more with only an Internet connection and the click of a button. **Note:** This help file assumes that you have a good working knowledge of Linux commands and basic computer and networking procedures. Refer to the following sites if you need more information about the terms or functions used in this help file:

- linuxnewbie.org
- Linux Documentation Project

Refer to page 11 for more information on how to WebHost Manager's features.



Figure 1.1: WebHost Manager logo

2 How do I use WebHost Manager?

WebHost Manager is an extensive web application that provides a complete range of web hosting functionality. The following areas of functionality are provided:

- **Server Setup** – The Server Setup area enables you to control the main setup of your server, including nameservers, changing passwords, and enabling and disabling services and resellers.
- **Support** – The Support area contains the Interactive Knowledgebase, a database of common problems and solutions. All of the fixes can be activated from the Knowledgebase area itself.
- **Languages** – The Languages area enables you to create, alter, and upload/download language configuration files for CPanel.
- **Backups** – The Backups area deals with configuring and restoring backup files and versions of key files (such as httpd.conf).
- **System Reboot** – The System Reboot area enables you to reboot your server in two separate ways.
- **Server Status** – The Server Status area displays a wide variety of server information, from your server's Apache status to CPU usage.
- **Account Functions** – The Account Functions area deals with all of the functions necessary to create and manage web hosting accounts, from creating and editing accounts to mailing all user and listing all subdomains.
- **Transfers** – The Transfers area enables you to transfer web accounts from other server to your own server.
- **Themes** – The Themes area deals with all aspects of the CPanel and WebHost Manager user interface, from branding current themes to creating your own.
- **Packages** – The Packages area enables you to create your own custom web hosting packages.
- **DNS Functions** – The DNS Functions area manages all aspects of DNS, from parking a domain to adding a DNS zone.
- **FrontPage** – The FrontPage area allows you to install and uninstall FrontPage extensions for your Microsoft customers.
- **MySQL** – The MySQL area enables you to repair a database, change passwords, and show what MySQL processes are in use.
- **IP Functions** – The IP Functions area enables you to add and manage IP addresses, including adding and reserving addresses and displaying IP usage.
- **Disk Drives** – The Disk Drives area deals with formatting and mounting new hard drives and optimizing hard drives for superior performance.
- **Software** – The Software area deals with installing and updating server and system software on your server.
- **Security** – The Security area deals with security issues, from scanning for security beaches and Trojan Horses to modifying Apache's memory usage limit.
- **Email** – The Email area allows you troubleshoot problematic email addresses and manage your mail queue.
- **System Health** – The System Health area displays a variety of information that indicates the health of your system, including current disk and CPU usage.
- **CPanel 5** – The CPanel 5 area contains a variety of miscellaneous features that help you to manage CPanel accounts.

- **SSL/TLS** – The SSL/TLS area enables you to manage all areas of SSL certificates, from generating new certificates to installing and changing them.
- **Restart Services** – The Restart Services area allows you to restart various system services.

2.1 Installation

WebHost Manager uses comprehensive installers that take most of the effort out of installing the complex WebHost Manager software package. You will need the following to install WebHost Manager:

- RedHat Linux 6.2 (SERVER INSTALL) or newer (RedHat 7.0 is not supported due to compiler bugs) OR
- Mandrake Linux 7.2 (SERVER INSTALL) or newer
- A CPANEL license (CPANEL/WebHost Manager will not run without a license file). You can obtain a license from an authorized cpanel.net distributor or a test license by mailing beta@cpanel.net. For a list of distributors, please see <http://www.cpanel.net/>

We recommend the following partition scheme:

- /boot 35 Meg
- /usr 2048+ Meg (If you have a 60 gig drive try 4096 for /usr, 5000 if you have an 80 gig drive, etc.)
- /var 1500+ Meg
- /tmp 1024 Meg
- / 1024 Meg
- /home grow to fill disk
- swap 2x memory size

Minimum CPU/RAM/HD:

- P266
- 256 Meg of ram
- 4 Gig of space

To install WebHost Manager

1. Make sure you are logged in as root.
2. # cd /home
3. # wget <http://layer1.cpanel.net/lastest>



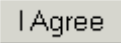

Note: For FreeBSD, you need to download and untar the latest installer package from <http://www.cpanel.net/> .

4. # sh lastest
5. The installer has now started, and will take between 10 and 70 minutes depending on your machine. If you are asked any questions just press enter, or q if there is no default. After the install completes, you need to setup WebHost Manager – refer to page 13 for more information.

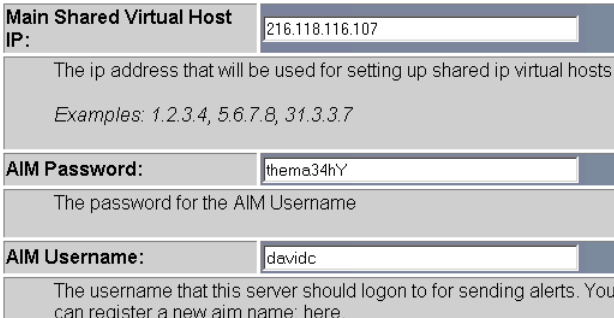
2.1.1 Logging on for the first time

When you log on to WebHost Manager for the first time you need to set up the basic settings on your server. After you have completed these initial steps you can log into WebHost Manager normally – refer to page 14 for more information. **Note:** You can change your initial server settings at any time – refer to page 15 for more information.

To log on:

1. Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of **http://www.yourdomain.com:2086/** or **https://www.yourdomain.com:2087/**.
2. Enter your user name and password in the **User Name** and **Password** fields.
3. Click on  button.
4. Click on the  button in the first page.
5. Read the legal agreement and click on the  or  button.
6. Enter the primary IP address, BIND version, and IP address of the master cluster server (optional) in the **Primary IP Address**, **BIND Version**, and **Master Cluster Server** fields.
7. Enter your administrator's contact details in the **Server Contact's AIM** (AOL Instant Messenger), **Server Contact's E-Mail Address**, and **Server Contact's Pager Address** fields.
Note: Entering ICQ contact details in the available field does not currently work due to changes in the ICQ protocol.
8. Enter the name of the default CPANEL theme that you want to use in the **Default CPANEL Theme** field. The two standard themes that are automatically installed with CPANEL are **default** and **iconic**. Refer to page 56 for more information about themes.
9. Enter the default home directory where new users accounts will be created and the prefix that matches other user partitions in the **Default Home Directory** and **Home Directory Prefix** fields.
10. Enter the current hostname of your server in the **Hostname** field.
11. Enter the name of the type of Apache logs that you want to receive. Two options are available:
 - **combined** – All information is logged, including referrers, user agents, and requested files.
 - **access** – Only information about requested files is logged.
12. Enter up to four nameserver names in the **Primary Nameserver**, **Secondary Nameserver**, **Third Nameserver**, or **Fourth Nameserver** fields. The **Primary Nameserver** and **Secondary Nameserver** fields are mandatory.
13. Choose whether you want users to have CGI access in the **CGI Script Alias** field. **y** = Yes, **n** = no.
14. Enter the IP address of the master nameserver in the **Master Nameserver** field, if required.
Warning: This will turn your server into a slave server if this option is enabled. It is advisable to establish a key relationship with the master nameserver after enabling this option – refer to page 67 for more information.

15. Click on the  button.





Main Shared Virtual Host IP: 216.118.116.107
The ip address that will be used for setting up shared ip virtual hosts.
Examples: 1.2.3.4, 5.6.7.8, 31.3.3.7

AIM Password: thema34hY
The password for the AIM Username

AIM Username: davidc
The username that this server should logon to for sending alerts. You can register a new aim name: here.


Figure 2.1: Editing your server setup

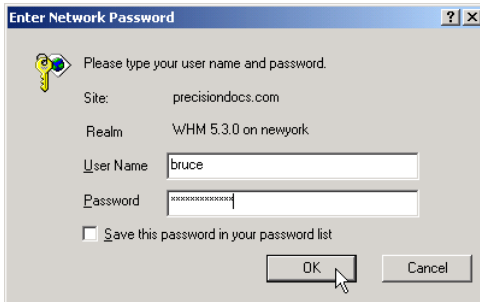
16. Click on the  button.
17. Click on the  button.

2.1.2 Logging on

You need to log on in order to use WebHost Manager to manage your web site.

To log on:

1. Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of **http://www.yourdomain.com:2086/** or **https://www.yourdomain.com:2087/**.
2. Enter your user name and password in the **User Name** and **Password** fields.
3. Click on  button. You will now be logged on to WebHost Manager.



Enter Network Password

Please type your user name and password.

Site: precisiondocs.com

Realm: WHM 5.3.0 on newyork

User Name: bruce

Password: [masked]

☐ Save this password in your password list

OK Cancel

Figure 2.2: Logging on

2.1.3 News

WebHost Manager includes a news page that lists the latest feature enhancements, releases, and bug fixes. It is a good idea to check the News page regularly for new information.

To read the latest CPanel and WebHost Manager news:

1. Click on the **cPanel/WHM News** at the top of the navigation menu.

2.2 Server Setup

The Server Setup area enables you to control the main setup of your server, including nameservers, changing passwords, and enabling and disabling services and resellers. **Warning:** Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in CPanel and WebHost Manager functioning incorrectly.

2.2.1 Editing your server setup

The Edit Setup area enables you to edit your server configuration settings that you created during the installation and initial logon process (refer to page 13 if you have not logged on yet). This includes editing your master IP address, BIND version, contact details if problems occur, and related information. **Warning:** Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in CPanel and WebHost Manager functioning incorrectly.

To edit your server setup:

1. Click on the **Edit Setup** link in the Server Setup menu.
2. Enter the hosting IP address, AIM (AOL Instant Messenger) username and password, BIND version, and IP address of the master cluster server in the **Main Shared Virtual Host IP**, **AIM Password**, **AIM Username**, **BIND Version**, and **Master Cluster Server** fields.
3. Enter your administrator's contact details in the **Server Contact AIM**, **Server Contact E-Mail Address**, **Server Contact Pager Address**, and **Server Contact ICQ UIN** fields.
4. Enter the name of the default CPanel theme that you want to use in the **Default CPanel5 Theme** field. Refer to page 56 for more information about themes.
5. Enter the name of the ethernet device that you are using in the **Alternate Main Ethernet Device** field, if required. You only need to do this if you are using an ethernet device that is **not** the first ethernet device on the machine.
6. Enter the default home directory where new users accounts will be created and the prefix that matches other user partitions in the **Default Home Directory** and **Home Directory Prefix** fields.
7. Enter the current hostname of your server in the **Hostname** field.
8. Enter the ICQ password and UIN for whomever deals with system alerts in the **ICQ Password** and **ICQ UIN** fields.
9. Enter the name of the type of Apache logs that you want to receive. Two options are available:
 - **combined** – All information is logged, including referrers, user agents, and requested files.
 - **access** – Only information about requested files is logged.
10. Enter the lowest UID number to start from when creating accounts in the **Minimum Uid** field, if required.
11. Enter up to three nameserver names in the **Primary Nameserver**, **Secondary Nameserver**, and **Third Nameserver** fields. The **Primary Nameserver** and **Secondary Nameserver** fields are mandatory.
12. Choose whether you want users to have CGI access in the **CGI Script Alias** field. **y** = Yes, **n** = no.
13. Enter the IP address of the master nameserver in the **Master Nameserver** field, if required.

Warning: This will turn your server into a slave server if this option is enabled. It is advisable to establish a key rust relationship with the master nameserver after enabling this option – refer to page 67 for more information.

14. Click on the  button.

Main Shared Virtual Host IP:	216.118.116.107
The ip address that will be used for setting up shared ip virtual hosts. <i>Examples: 1.2.3.4, 5.6.7.8, 31.3.3.7</i>	
AIM Password:	thema34hY
The password for the AIM Username	
AIM Username:	davidc
The username that this server should logon to for sending alerts. You can register a new aim name: here.	

Figure 2.3: Editing your server setup

2.2.2 Tweaking settings

You can change a large number of settings on your server, including enabling or disabling mail scripts and SpamAssassin. These changes effect all users of the machine, including yourself, resellers, and reseller's customers.

To tweak settings:

1. Click on the **Tweak Settings** link in the Server Setup menu.
2. A large number of functions are available. Click on the tick box or radio button next to the following items to enable or disable the function.
 - **Allow Creation of Parked/Addon Domains that resolve to other servers** – Allows customers to create parked and addon domain names whose DNS settings resolve to remote servers.
 - **Allow Creation of Parked/Addon Domains that are not registered** – Allows customers to create parked and addon domain names that are not currently registered. No validation of the domain name is performed.
 - **Allow users to Park/Addon Domains on top of domains owned by other users** – Allows customers to park and addon domain names onto any domain name. There is no restriction on what domain names can be used.
 - **The load average above the number of cpus at which logs file processing should be suspended** – Suspends log file processing when the server load average, above the number of CPUs on the server, is greater than the number entered in the adjacent field.
 - **Number of days between processing log files and bandwidth usage** – Enter the number of days between processing log files and bandwidth usage in the adjacent field. Decimal values are allowed.
 - **The load average that will cause the server status to appear red** – Enter the load average above which will cause the server status image to appear red to customers (refer to page 40 for more information).
 - **Keep log files at the end of the month** – Maintains old log files after the end of each month. If not ticked, log files are deleted after each month.
 - **Analog Stats** – Enables the Analog web statistics script if ticked.
 - **Webalizer Stats** – Enables the Webalizer web statistics script if ticked.
 - **Awstats Stats** – Enables the Awstats web statistics script if ticked.
 - **Horde Webmail** – Enables the Horde webmail script if ticked.

- **Neomail Stats** – Enables the Neomail webmail script if ticked.
- **Spamassassin** – Enables the Spamassassin script if ticked.
- **Delete each domain's access logs after stats run** – Deletes access logs for each domain name after web statistics are calculated.
- **Interchange Version to use** – Indicates which version of the Interchange shopping cart to use, or disables the script.

Note: New web statistics packages take 24-48 hours to generate enough statistics to display for users.

3. Click on the  button.

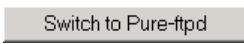



Figure 2.4: Tweaking settings

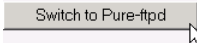
2.2.3 Tweaking FTP settings

You can alter FTP settings for your machine. You can change between two different FTP servers, Proftpd and Pure-ftpd, as required. The advantages and disadvantages of both servers are displayed in the displayed screen capture. You can also enable or disable anonymous FTP for the entire machine, if required.

To alter your FTP settings:

1. Click on the **Tweak Ftp Settings** link in the Server Setup menu.
2. Click on the  button.
3. If you need to enable or disable anonymous FTP, click on the  button.

Currently Installed Ftp Server: **proftpd**



	Proftpd	Pure-ftpd
Advantages	<ul style="list-style-type: none"> * Anonymous Ftp Bandwidth Reporting * Access Logs for Ftp in cPanel 	<ul style="list-style-type: none"> * Faster Login Time * Smaller Memory Footprint * Allows Virtual Access on any ip address * Better Security Model * Deals better with Software Raid systems
Disadvantages	<ul style="list-style-type: none"> * Large Memory Footprint * Slow 	<ul style="list-style-type: none"> * No cPanel Access Log or Bandwidth Stats

Figure 2.5: Tweaking FTP settings

2.2.4 Changing update preferences

You can select which updates you would like to receive from DarkORB automatically, if any. There are three package types available:

- **CPanel Updates** – Updates to CPanel.
- **DarkOrb Package Updates** – Updates to DarkOrb packages.
- **Security Package Updates** – Updates to security packages.


Each package update has the following options available:

- **Automatic** – Package is updated automatically as releases become available.
- **Manual Updates Only** – Package is updated manually. All updates are available for manual download from the cpanel.net site.
- **Never Update** – Disables the automatic update function.

CPanel and WebHost Manager package updates contains one of the following build types:

- **EDGE** – A development release that has undergone the least amount of testing.
- **RELEASE** – A formal release that has undergone extensive testing.
- **STABLE** – A formal release that has shown no problems during use by DarkOrb customers.

To change update preferences:

1. Click on the **Change Update Preferences** link in the Server Setup menu.
2. Click on the required radio buttons for the CPanel, DarkORB, and Security packages.
3. Click on the  button.

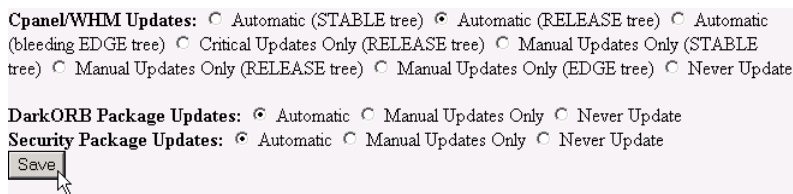



Figure 2.6: Changing update preferences

2.2.5 Changing your hostname

The Change Hostname option enables you to change the hostname of your server. It is important to choose a hostname that will not be used for any account, and the hostname must be socially acceptable, as it will appear in all mail headers. The hostname must be a FQDN (Fully Qualified Domain Name). All valid hostnames must have at least 2 dots in them, for example entropy.yourdomain.com. WebHost Manager automatically generates 10 random hostnames based on your current hostname as samples which you can use.

To change your hostname:

1. Click on the **Change Hostname** link in the Server Setup menu.
2. Enter your changed hostname in the **New Hostname** field.
3. Click on the  button.

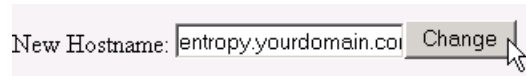
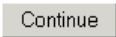


Figure 2.7: Changing your hostname

2.2.6 Modifying the resolver configuration file

The resolver configuration file (resolv.conf) is a configuration file for name server routines that normally you do not need to alter. **Note:** Do not modify the IP values unless you know what you are doing. If they are not altered properly, your server will not function properly.

To modify the resolver configuration file:

1. Click on the **Modify Resolver Configuration** link in the Server Setup menu.
2. Click on the  button.
3. Read the information unless you are sure you know what you are doing. Enter your primary resolver's IP address in the **Primary Resolver** field.
4. Enter additional resolvers' IP addresses in the **Secondary Resolver** and **Tertiary Resolver** fields, if required.

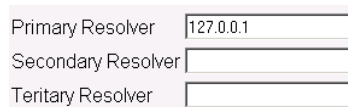




Figure 2.8: Modifying the resolver configuration file

5. Click on the  button.

2.2.7 Setting the time on your server

The Server Time area enables you to set the time zone for your server clock. You can also synchronize your server time with the displayed time in your browser.

To set the time on your server:

1. Click on the **Server Time** link in the Server Setup menu.
2. Click on the required time zone in the drop-down list.
3. Click on the  button.
4. If you need to synchronize your server time with the displayed time in your browser, click on the  button.

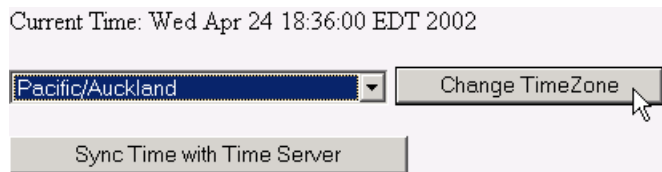


Figure 2.9: Setting the time on your server

2.2.8 Reseller Center

The Reseller Center enables you to control all aspects of reseller privileges. You can add or remove reseller privileges, and edit those privileges. Adding reseller privileges gives the user account access to WebHost Manager with a restricted subset of functionality, which you can then add to as required.

To add reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account to which you want to add reseller privileges from the **Add Reseller Privileges** drop-down list, and click on the **Ok** button.

You now need to edit the new reseller's privileges, as the default setting is very restricted. Refer to page 21 for more information.



Figure 2.10: Adding reseller privileges

Removing reseller privileges

You can remove reseller privileges from an account at any time.

To remove reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account from which you want to remove reseller privileges from the **Remove Reseller Privileges** drop-down list, and click on the **Ok** button.





Figure 2.11: Removing reseller privileges

Editing reseller privileges

You can edit the functionality that a reseller can access in their version of WebHost Manager at any time. You can turn on or off almost all functionality, as the settings are highly configurable. **Note:** There are a number of reseller settings that can potentially cause problems:

- **All Features** – This gives the reseller **root** access on this server.
- **Account Modification** – This enables the reseller to circumvent account creation limits, and allows shell access and dedicated IPs.
- **Edit DNS Entries** – This enables the reseller to access all DNS zones.

To edit reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account whose privileges you want to edit from the **Edit Reseller Privileges** drop-down list, and click on the  button.
3. You can limit the amount of accounts that a reseller can create in a number of ways. All methods can be used with each other and the effects are cumulative.
 - If you want to limit the accounts that the reseller can create by account type, click on the first tick box.
 - If you want to limit the number of accounts that the reseller can create, click on the second tick box and enter the account limit amount in the **amount** field. You can also limit these by account type – click on the indented tick box.
 - If you want to limit the accounts that the reseller can create by resources used, disk space and/or bandwidth, click on the third tick box. Enter the resource limits in the **Disk Space** and **Bandwidth** fields.
4. Click on the **feature** tick boxes that the reseller requires.
5. Enter the primary and secondary nameserver names for the reseller in the **Primary Nameserver** and **Secondary Nameserver** fields. You can enter third and fourth nameservers in the last two nameserver fields, if required.
6. Click on the  button.

☒ Limit Accounts *business* can create by Resource Usage:

Resource	Max Allowed
Disk Space	<input type="text" value="50"/> Megabytes
Bandwidth	<input type="text" value="1000"/> Megabytes

Figure 2.12: Editing reseller privileges

Viewing reseller statistics

You can view statistics for each reseller, listed by domain name, whether it is suspended or not, disk space used, and bandwidth used.

To view reseller statistics:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **OK** button.
3. View the reseller's statistics as required. Refer to page 22 if you want to suspend or unsuspend a reseller's accounts.



Figure 2.13: Viewing reseller statistics

Suspending and unsuspending a reseller's accounts

You can suspend all of a reseller's accounts if the accounts are violating your AUP (Acceptable Usage Policy) or otherwise causing problems. This should be used as a last resort – always contact the reseller first to discuss the problem, unless the situation is urgent.

To suspend or unsuspend a reseller's accounts:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **OK** button.
3. Click on the **Suspend All business's Accounts** or **UnSuspend All business's Accounts** button, as required.

Note: This will suspend or unsuspend all of the reseller's accounts, but not the reseller's own account. Refer to page 46 for more information.

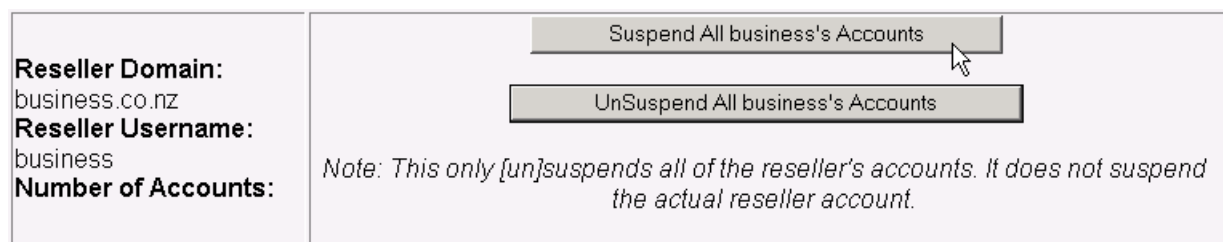


Figure 2.14: Suspending and unsuspending a reseller's accounts

Terminating a reseller's account

You can terminate a reseller's account at any time. **Note:** This will delete all accounts that the reseller owns as well, without chance of recovery.

To terminate a reseller's account:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **Ok** button.
3. Make sure the **Terminate Reseller's Main Account** tick box is ticked and click on the **Terminate** button.

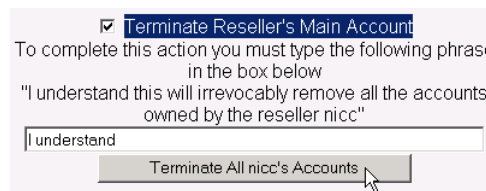


Figure 2.15: Terminating a reseller's account

Managing a reseller's IP delegation

All accounts, when first created, can use any available IP address. You can restrict the IP address(s) for the account, if required.

To manage a reseller's IP delegation:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **Manage Reseller Ip Delegation** drop-down list, and click on the **Ok** button.
3. Click on the **Allow [reseller] to use any available ip address** radio button or the **Restrict ips [reseller] can use for accounts** radio button, as required.
4. If you clicked on the **Restrict ips [reseller] can use for accounts** radio button, click on the tick box(es) next to the IP addresses that the reseller can use.

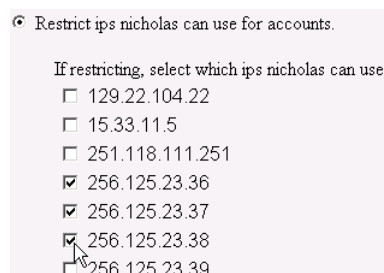


Figure 2.16: Restricting a reseller's IP delegation

5. Click on the **Save** button.

Managing a reseller's shared IP address

All accounts, when first created, use the same shared IP address for such things as FTP. You can change the shared IP address for the account to another number, if required.

To manage a reseller's shared IP:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **Manage Reseller Main Shared/Ipless Ip** drop-down list, and click on the **Ok** button.
3. Click on the required IP address from the drop-down list.
4. Click on the **Save** button.

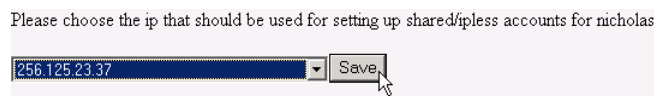


Figure 2.17: Managing a reseller's shared IP address

Changing ownership of an account

You can change the ownership of an account from one reseller to another, or to yourself, as required.

To change ownership of an account:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the **Change Ownership of an account** link.
3. Click on the required domain name and click on the **Change Password** button.
4. Click on the new owner from the drop-down list and click on the **Ok** button.



Figure 2.18: Changing ownership of an account

2.2.9 Assigning an IP for a new nameserver

You can add the IP address for a new nameserver whenever required.


To assign an IP for a new nameserver:

1. Click on the **Manage Nameserver IPs** link in the Server Setup menu.
2. Enter the IP for the new nameserver in the **Nameserver** field and click on the **Assign** button.

2.2.10 Enabling quotas

You can enable WebHost Manager to set disk space quotas for the accounts on your server. **Note:** If you have compiled a custom kernel on your machine that does **not** have quota support, enabling quotas may result in an unbootable system.


To enable quotas:

1. Click on the **Initial Quota Setup** link in the Server Setup menu.
2. Read the warning information and then click on the  button.

2.2.11 Enabling nameservers

This function enables you to set up your own nameservers. Your nameserver information is already listed here if you chose to add your own nameservers during the installation of WebHost Manager. **Note:** It is recommended that you do not enable nameservers unless you are going to use them. You can turn off a nameserver using Service Manager – refer to page 27 for more information.

To enable nameservers:

1. Click on the **Initial Nameserver Setup** link in the Server Setup menu.
2. Read the warning information and then click on the  button.

2.2.12 Setting the MySQL root password

You can set, and change, your MySQL root password at any time. It is recommended that you change your root password often. **Warning:** Do not make the MySQL and server root passwords the same.

Note: Do not give out your root password to anyone that does not absolutely need it. If you are to give out your root password to DarkORB, or other staff, please verify their email address before you give them the password.

To set the MySQL root password:

1. Click on the **Set MySQL Root Password** link in the Server Setup menu.

2. Enter the new MySQL password in the **New Password** field, and click on the  button.

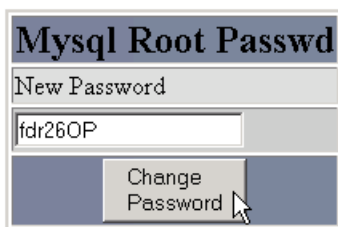


Figure 2.19: Setting the MySQL root password

2.2.13 Enabling or disable traceroute

The Traceroute Setup enables you to enable or disable traceroute on your server. This is most useful in allowing you to track what path an email takes to isolate where problems are occurring in your mail system.

To enable or disable traceroute:

1. Click on the **Enable/Disable Traceroute** link in the Server Setup menu.
2. Click on the **Enable** button to enable traceroute or click on the **Disable** button to disable traceroute.

2.2.14 Changing your server's root password

You can change your server's root password at any time, and it is recommended that you change the password often. **Note:** Do not give out your root password to anyone that does not absolutely need it. If you are to give out your root password to DarkORB, or other staff, please verify their email address before you give them the password.

To change the root password:

1. Click on the **Change Root Password** link in the Server Setup menu.
2. Enter the new root password in the **New Password** field, and click on the **Change Password** button.

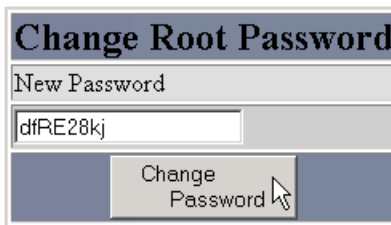


Figure 2.20: Changing your server's root password

2.2.15 Forwarding system mail

The Mail Manager area enables you to forward system mail to specific locations, if required. You can set forwarding rules on three separate system users:

- root
- nobody
- mailman

To forward system mail:

1. Click on the **Change where system mail goes** link in the Server Setup menu.
2. Enter the forwarding mail address for a system user in the available field, and click on the **Change** button.
3. Repeat the previous step for the other fields as required.
4. Remove the address in a field and click on the **Change** button to disable mail forwarding for that user.



Figure 2.21: Forwarding system mail

2.2.16 Service Manager

The Service Manager area enables you to start and stop available services on your server. The following services are available:


- **cpop** – POP3 server
- **entropychat** – CPanel’s HTML-based chat server
- **exim** – SMTP server
- **httpd** – web server
- **interchange** – shopping cart server
- **melange** – Java-based chat server
- **mysql** – database server
- **named** – name server (BIND)
- **proftpd** – FTP server
- **spamd** – SpamAssassin server

Note: If you choose to disable this, you need to disable the SpamAssassin option from all customers as well. Refer to page 16 for more information on disabling this setting.

- **exim on another port** – run another copy of exim on a different port number, as some providers block 25, the standard port number

Refer to page 95 if you need to restart any services.

To start or stop a service

1. Click on the **Service Manager** link in the Server Setup menu.
2. Click on the tick boxes next to the required services to start or stop them.
3. Click on the  button.

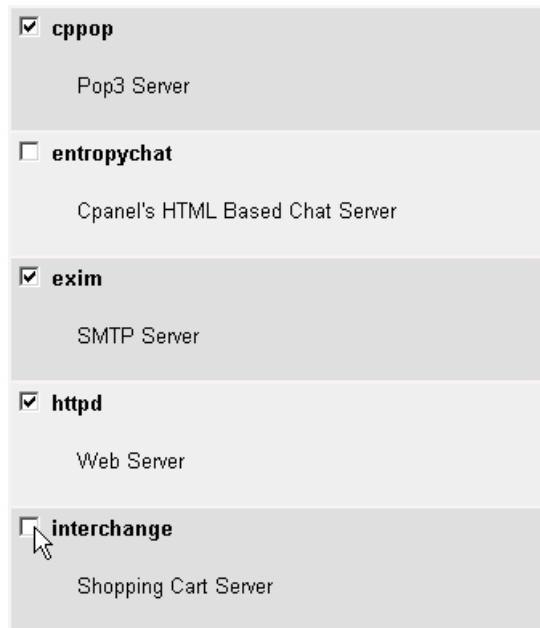


Figure 2.22: Using the Service Manager

2.2.17 Enabling or disabling SuExec

SuExec is an Apache feature that gives users the ability to run CGI and SSI programs using user IDs that are different from the user ID of the calling web server. This effectively means that CGI and SSI programs will not have access to the root account or have root permissions. Refer to the SuExec support page for more information about the advantages and risks of SuExec.

To enable or disable SuExec:

1. Click on the **Enable/Disable SuExec** link in the Server Setup menu.
2. Click on the **Enable** button to enable SuExec or click on the **Disable** button to disable SuExec.

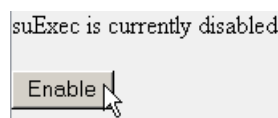


Figure 2.23: Enabling SuExec

2.2.18 Wheel group (su)

The Wheel group is a user group that can gain access to root on your server by using the **su** command (create a shell with the entered user id). You can add and remove users from that group as required.

To add a user to the Wheel group:

1. Click on the **Add/Remove Users from the Wheel Group (allow su)** link in the Server Setup menu.
2. Click on the required user in the displayed list and click on the **Add user to wheel group** button.

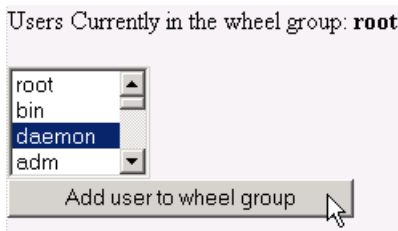


Figure 2.24: Adding a user to the Wheel group

Removing a user from the Wheel group

You can remove a user from the Wheel group at any time.

To remove a user from the Wheel group:

1. Click on the **Add/Remove Users from the Wheel Group (allow su)** link in the Server Setup menu.
2. Click on the button with the name of the user that you want to remove from the Wheel group.

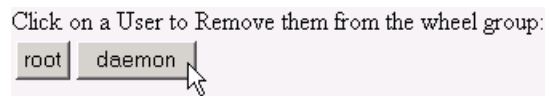


Figure 2.25: Removing a user from the Wheel group

2.2.19 Enabling or disabling shell fork bomb protection

WebHost Manager is installed with shell fork bomb protection against Telnet/SSH users using all of the server resources and causing a system crash. This protection can be disabled or re-enabled as required.

To enable or disable shell fork bomb protection:

1. Click on the **Shell Fork Bomb Protection** link in the Server Setup menu.
2. Click on the **Disable Protection** or the **Enable Protection** button as required.

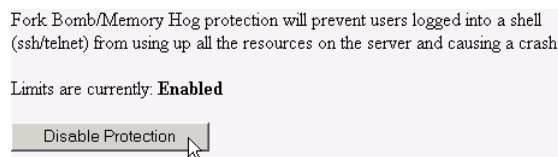



Figure 2.26: Disabling shell fork bomb protection

2.2.20 Remote access keys

A remote access key is used for automatic account creation scripts, external billing software, and various other applications that need to call WebHost Manager to create, remove, or modify accounts. Refer to the external software provider for detailed instructions as to where and how the key needs to be inserted for their application. Refer to page 107 for more information.

To view or generate a remote access key:

1. Click on the **Setup Remote Access Key** link in the Server Setup menu.
2. You can copy and paste the current key, if that is what you need. To generate a new key, click on the  button.

```

Current Access Key:
-----BEGIN WHM ACCESS KEY-----
7dfdf3389482de21a9b1c57990e24530
8992d2c99fc8e14256380df4deb9c12d
0d886590c27813280f9c90ddaf45a821
cf1ac661ebdd4ba94c6aa11bb658abe2
b2fa95037ed258360cfdacfe19ca2402
abd9582a77114f58d9f456c54df89682
6a857006c7bf0560fcaaa8938d0bd27f
a140a6a4e39b4ad52b20fa3ba79b2387
8e39b2e917700032aa1c9db391fce572
2ebdc2b04966ee5483ec67cd3230c19b
0738554d56d35fb64dcc25261f481283
7714bc174f15dc105276773c62238417
9086e8516e31679f20a85017c22992d1
f3fa22f2bd6bd15d992a037688b68f0d
ee0d8d7c3b15774bcf22557bb9993203
c810e806a3365b5cfc1257d7d81836fe
df5e3bb5417e16982d36341d844fa6c9
48f597428ae425358fa2c03ced791943
ecf17af41a5322c1b5763fd59ccf33b5
89b5c1ce3932a3b897e2e9cfa5a60914
81ea0bf76c944e1e7904c9dd095dfe49
1973de68b510a24b53948fd9b28ed6e5
64d022798bf44eefb73f9034d3e2a434
99a39bf193cfc60132efafcb13098ebc
1e1cb910c6203acdb92c8f4df1794f98
1bcca023729a80dc44817110cdbdd9b9
1d6c8eb15a5a0a30e20e569147e2642e
28c7a7403934cd5e8c38a3ece20bb0d6
bd01a2eb7a96db38efa9084c962290eb
-----END WHM ACCESS KEY-----
Generate New Key

```

Figure 2.27: Generating a remote access key


2.3 Support

The Support area contains a knowledgebase of problems and script solutions, as well as a support request form for server owners.

2.3.1 Using the Interactive Knowledgebase

The Interactive Knowledgebase enables you to find solutions to many common problems you may encounter when running WebHost Manager – simply search for related topics to your keywords, and the Knowledgebase will present a list of solutions. All you need to do to use a solution is click on the available link.

To use the Interactive Knowledgebase

1. Click on the **Interactive Knowledgebase** link in the Support menu.
2. Enter a brief keyword description of the problem you are having in the **Enter Issue** field.
Example: If you have a problem with mailman after installing suexec, enter: suexec mailman
3. Enter the domain that has the problem in the **Affected Domain** field. This will customize any solutions you find to that domain.
4. Click on the  button.
5. Click on the **Click-to-fix!** link next to the required solution. If you entered a domain as part of the search criteria, the solution script will automatically run against that domain. If you did not enter any domain as part of the search criteria, the solution script will run against your account.

Results for: suexec mailman

Problem	Resolution
500 errors on cgi scripts after suexec install	Click-to-fix!
Mailman gives out broken links after suexec install	Click-to-fix!

Figure 2.28: Using the Interactive Knowledgebase

2.3.2 Submitting a support request


You can submit a support request to CPanel.net developers. There are alternate forms of help you should peruse **before** you submit a support request:

1. **Documentation** – Please check the online CPanel and WebHost Manager documentation for help.
2. **Support Forums** – Search through the archives or ask a question at the CPanel.net support forums .

Note: This support request form is designed only for server owners. If you have a question about how to use WebHost Manager or CPanel, please direct the question to the company from which you obtained your license. CPanel support will not be able to answer questions about installing third party software (i.e. ImageMagick, pdflib, etc.).

To submit a support request:

1. Click on the **Submit a Support Request** link in the Support menu.

2. Enter your name, email address, phone number, and IP address of your server in the **Your Name**, **Your Email Address**, **IP Address of Server**, and **Call Back #** fields. The **IP Address of Server** field should already have the correct IP address entered in the field.
3. Enter a brief, one line description of your problem in the **Brief Description of Problem** field.
4. Enter the name of the distributor from which you obtained a software license in the **Distributor/Partner NOC Name** field.
5. Enter a detailed description of the problem in the **Detailed Problem Description** field. Add as much detail as you can about the problem.
6. To the best of your ability, enter each action required to reproduce the problem in the **Steps to Reproduce the Problem** field.
7. Click on the 

Your Name	Nicholas Jameson
Your Email Address	njameson@work.co.nz
IP Address of Server	216.118.116.107
Call Back #	09-547-8859

Figure 2.29: Submitting a support request

2.4 Languages

The Languages area enables you to create, alter, and upload/download language configuration files for CPanel. These configuration files accept HTML code and allow you to alter all words in CPanel to conform to the native language of your customers.

2.4.1 Editing a language file

You can edit the words used in any language file. You can use this to make small changes in the currently active language file or completely change a cloned language file for a new language (refer to page 33 for more information). **Note:** Most third-party themes or skins do not have the ability to change based on language files. Please contact the creator of your theme for more information.

To edit a language file:

1. Click on the **Edit a Language File** link in the Languages menu.
2. Click on the language file that you want to edit.
3. Alter the text in any of the available fields. You can use HTML code if required.

ACAdmin	Admin Username:	Admin Username:
ACAgora	Agora Shopping Cart	Agora Shopping Cart


Figure 2.30: Editing a language file

4. Click on the  button.

2.4.2 Cloning a language file

In order to create a new language file you need to clone or copy one of the existing language files. You can then download the file for manual editing (refer to page 34) or edit the file online (refer to page 33).

To clone a language file:

1. Click on the **Clone/Create a New Language** link in the Languages menu.
2. Click on the language file that you want to clone.
3. Enter the name for the language file in the **Please enter a name for the new language** field and click on the  button.


Please enter a name for the new language: 

Figure 2.31: Cloning a language file

4. You can now download the file for manual editing (refer to page 34) or edit the file online (refer to page 33).

2.4.3 Uploading a language file

You can upload a new language file once you have finished altering a downloaded file (refer to page 34 for more information).

To upload a language file:

1. Click on the **Upload a Language File** link in the Languages menu.
2. Use the **Browse...** button to select the language file that you want to upload. This can be any plain text file.
3. Click on the **Upload** button.

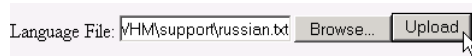


Figure 2.32: Uploading a language file

2.4.4 Downloading a language file

You can download a language file for offline editing. This is most useful when you have copied an existing file which you are going to change to a new language (refer to page 33 for more information).

To download a language file:

1. Click on the **Download a Language File** link in the Languages menu.
2. Click on the language file that you want to download.
3. Copy and paste the displayed text to a text file for editing.

```
// General (Mostly Buttons)
ControlPanel=Control Panel
Add=Add
and=and
Accounts=Accounts
Create=Create
Submit=Submit
Save=Save
Reset=Reset
Remove=Remove
Delete=Delete
Install=Install
```

Figure 2.33: Downloading a language file

2.4.5 Modifying languages for other programs

Several of the existing scripts used by CPanel have pre-configured languages files already installed. You can choose which language file you want to use for your customers at any time.

To modify languages for other programs:

1. Click on the **Additional Program Language Configuration** link in the Languages menu.
2. Click on the required language from the drop-down list for each script.

Language	Webalizer	Analog	Awstats
english	english	se	se
portuguese	portuguese_brazil	br	br
Español	spanish	es	es

Figure 2.34: Modifying languages for other programs

3.  button.

2.5 Backups

The Backups area deals with configuring and restoring backup files and versions of key files (such as httpd.conf).

2.5.1 Configuring backups

You can specify how often backups occur and where backups are placed – either on the same server or on a separate backup drive. You can also specify the specific parts of the backup process that are enabled. **Note:** The backup interval options work in the following fashion:

- **Daily** – WebHost Manager performs separate daily, weekly, and monthly backups.
- **Weekly** – WebHost Manager performs separate weekly and monthly backups.
- **Monthly** – WebHost Manager performs only monthly backups.

To configure backups:

1. Click on the **Configure Backup** link in the Backup menu.
2. Click on the radio button next to the following items to enable or disable the specified functionality:
 - **Backup Status** – Turns the automatic backup function on or off. The **Restore Only** radio button allows site restoration from old backups to occur, but does not create new backups.
 - **Backup Interval** – Specify the interval used by the backup process.
 - **Remount/Unmount backup drive** – Mounts and unmounts the backup drive when a backup is created. This requires a separate drive mount to operate.
 - **Incremental backup** – Backup process only copies what has changed since the last backup. This creates a much smaller backup file, but changes are piecemeal and the backup files are not compressed.
 - **Backup Accounts** – Backup process copies all account information for your customers.
 - **Backup Config Files and Sql Databases** – Includes config files and MySQL databases in the backup process.
 - **Backup Destination** – Enter the location of backups in the available field. This should be a dir/nfs/coda mount with at least twice the space of all your /home* partitions.
Warning: Do not set this to your /home directory.

3. Click on the  button.



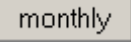

Backup Status:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled <input type="radio"/> Restore Only
Backup Interval (Note: Selecting Daily Backup will give you monthly and weekly as well, Selecting Weekly backup will give you monthly as well.)	<input checked="" type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly
Remount/Unmount backup drive (requires a separate drive/coda/nfs mount)	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Incremental backup (only backup what has changed. (**No Compression**))	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
Backup Accounts	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Backup Config Files and Sql Databases (not needed to restore specific accounts)	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Backup Destination (this should be a dir/nfs/coda mount with at least twice the space of all your /home* partitions. Setting this to /home is a VERY BAD IDEA.):	<input type="text" value="/backup"/>
<input type="button" value="Save"/>	

Figure 2.35: Configuring backups

2.5.2 Restoring a backup

You can restore all backup files that you have created using WebHost Manager. **Note:** WebHost Manager copies over each previous backup with the latest backup. For example, each daily backup copies over the previous daily backup, and each weekly backup copies over the previous weekly backup.

To restore a backup:

1. Click on the **Restore Backups** link in the Backup menu.
2. Click on one of the following buttons:
 - 
 - 
 - 
3. Click on the user name from the available list that you want to backup.
4. Click on the following tick boxes as required:
 - **Recreate account** – Recreate the account entirely as part of the restore, rather than just overwriting existing files.
 - **Give Ip address** – Give the account an IP address as part of the restore.
 - **Restore Subdomain Entries** – Restore the accounts subdomains as part of the restore.
 - **Restore Mail config** – Restore the accounts mail configuration as part of the restore.
 - **Restore Mysql Dbs** – Restore any MySQL databases as part of the restore.
5. Click on the  button.

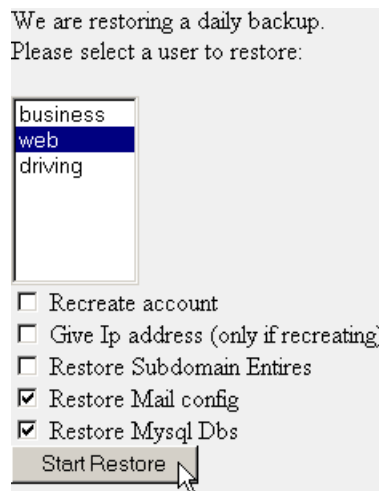


Figure 2.36: Restoring a backup

2.5.3 Restoring multiple backups

You can restore multiple backups at one time. You can only restore multiple backups of the same type, daily, weekly, or monthly.

To restore multiple backups:

1. Click on the **Restore multiple backups** link in the Backup menu.
2. Click on the , , or button to select the type of backup you want to restore.
3. Click on the tick boxes next to the backup files that you want to restore, or click on the button.
4. Click on the button.

2.5.4 Rolling back files

WebHost Manager automatically saves a backup version of the following three files whenever they are changed:

- httpd.conf
- named.conf
- proftpd.conf

You can revert to any of the previously saved versions whenever required. The restored version becomes the latest version, and does not delete other versions.

To roll back a file:

1. Click on the **Config File Rollback** link in the Backup menu.
2. Click on one of the following buttons:
 -
 -
 -
3. Click on the button to review previous versions. As you change files, the **Date** field will update and the display area will update with the contents of the different file.
4. Click on the button to roll back to the displayed version of the file.

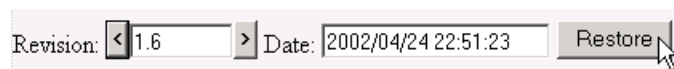


Figure 2.37: Rolling back a file

2.6 System Reboot


WebHost Manager has two reboot functions available:

- **Graceful** – A graceful server reboot attempts to shutdown all processes on your server and then reboot the system. This is a similar process to the **reboot** command.
- **Forceful** – A forceful server reboot forces the system to restart and may not always shutdown all running processes. This process should not be used unless a graceful server reboot does not work.

Note: Make sure you save information in open applications before you reboot, as unsaved information will be lost.

Note: A forceful reboot may cause data loss. However, it is a better option than a hard reset.

To reboot your server:

1. Click on the **Graceful Server Reboot** or **Forceful Server Reboot** link in the System Reboot menu.
2. Click on the  button.

2.7 Server Status

WebHost Manager can display a variety of server information:

- **Service Status** – Displays what services are running on your server, as well as server load, memory usage, swap usage, and hard drive space usage. Running services have a green circle next to them, while failed services have a red circle next to them.
- **Server Information** – Displays information about the hardware and software configuration on your server. This includes processor type, and speed, memory information, system software, drive information, memory usage, and drive space usage.
- **Apache Status** – Displays information about Apache. Most of the information is displayed in a table with a key to the symbols used underneath the table.
- **CPU Usage** - Displays a table of processes that use CPU, memory, and MySQL processes. The table displays who is using the process, CPU usage %, Memory usage %, and MySQL usage.

More system information can be found in the page 84 section. Refer to page 72 for more information about MySQL processes.

To display server information:

1. Click on the **Service Status**, **Server Information**, **Apache Status**, or **Cpu/Memory/MySQL Usage History** link in the System Reboot menu.
2. View the displayed information.















apache (1.3.23 (Unix))	up	
bind (9.1.3)	up	
exim (exim-3.35-0_cpanel_antivirus)	up	
mysql (3.23.45)	up	
proftpd (1.2.4)	up	
syslogd	up	
Server Load	0.00 (1 cpu)	
Memory Used	31.1 %	
Swap	1 %	
Disk /hda2 (/)	9 %	
Disk /hda1 (/boot)	14 %	
Disk /hda6 (/home)	5 %	
Disk /hda5 (/usr)	5 %	
Disk /hda3 (/var)	5 %	

Figure 2.38: Viewing server status

2.8 Account Functions

The Account Functions area deals with all of the functions necessary to create and manage web hosting accounts, from creating and editing accounts to mailing all user and listing all subdomains. Refer to the many sub-topics below for more information on using the account functions in WebHost Manager.

2.8.1 Listing accounts

The List Account function displays all of the accounts on your server. It displays a variety of detailed information including the account's domain name, IP number, user name, contact email, partition location, and disk space quota. At the bottom of the list is the total number of accounts and a search function that enables you to search for specific types of accounts.

To list your accounts:

1. Click on the **List Accounts** link in the Account Functions menu.
2. A detailed list of accounts on your server is displayed. If you need to find a subset of your accounts, click on one of the listed radio buttons, enter the search criteria in the available field, and click on the **Find** button.

Domain	Ip	UserName	Contact Email	Setup Date	Partition	Quota	Space Used
business.co.nz	66.197.217.11	business	none	Wed Apr 17 08:53:02 2002	home	512000	10 Meg
web.net.nz	66.197.217.11	web	none	Thu Apr 25 10:51:22 2002	home	51200	0 Meg


Figure 2.39: Listing your accounts

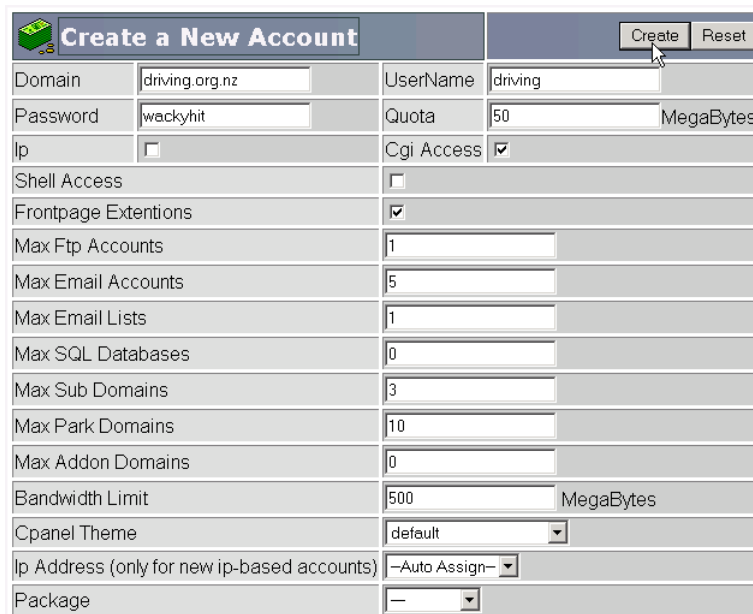
2.8.2 Creating a new account

WebHost Manager enables you to quickly add new accounts – you simply fill in the fields to specify the account details. Using packages will speed up this process considerably – refer to page 61 for more information. **Note:** The CPanel / WebHost Manager package does not support domains or usernames that start with numbers. Do not create accounts that start with numbers as you will not be able to use some functions on these accounts.

To create a new account:

1. Click on the **Create a New Account** link in the Account Functions menu.
2. If you want to use a predefined package for this account, click on the required option in the **Package** drop-down list. This will fill in many of the fields automatically.
3. Enter the domain name and username of the account in the **Domain** and **UserName** fields. The **UserName** field will automatically populate with the first 8 characters of the domain name, but you can change this to whatever you want.
4. Enter the password and disk space quota for the account in the **Password** and **Quota** fields.

5. Indicate whether this account is an IP address or not in the **Ip** tick box. If ticked, all accounts created with this package can not use a domain name.
6. Indicate whether CGI access, Shell access, and Frontpage Extensions are allowed in the **CGI Access**, **Shell Access**, and **Frontpage Extentions** tick boxes.
7. Enter the maximum number of items allowed in the **Max Ftp Accounts**, **Max Email Accounts**, **Max Email Lists**, **Max SQL Databases**, **Max Sub Domains**, **Max Park Domains**, and **Max Addon Domains** fields.
Note: Enter the text **unlimited** if you do not want to place a limit on any particular item.
8. Enter the maximum bandwidth in megabytes allowed by the account in the **Bandwidth Limit** field.
9. Click on the default CPanel theme for the account in the **Cpanel Theme** field.
10. If this is an IP account, you can choose what available IP address is used from the **IP Address** drop-down list.
11. Click on the  button.



Create a New Account		Create	Reset
Domain	driving.org.nz	Username	driving
Password	wackyhit	Quota	50 MegaBytes
Ip	<input type="checkbox"/>	Cgi Access	<input checked="" type="checkbox"/>
Shell Access	<input type="checkbox"/>		
Frontpage Extentions	<input checked="" type="checkbox"/>		
Max Ftp Accounts	1		
Max Email Accounts	5		
Max Email Lists	1		
Max SQL Databases	0		
Max Sub Domains	3		
Max Park Domains	10		
Max Addon Domains	0		
Bandwidth Limit	500 MegaBytes		
Cpanel Theme	default		
Ip Address (only for new ip-based accounts)	-Auto Assign-		
Package	-		

Figure 2.40: Creating a new account

2.8.3 Skeleton directory

The skeleton directory is the directory template that is used to create all new accounts - any files that are placed in the skeleton directory are automatically copied into new accounts. For example, if you placed an index.html file in the /public.html folder in your skeleton directory, all new accounts will have that automatically include that file.

To display the skeleton directory path:

1. Click on the **Skeleton Directory** link in the Account Functions menu.
2. The skeleton directory path is now displayed.

/root/cpanel3-skel

Figure 2.41: Displaying the skeleton directory path

2.8.4 Terminating an account

You can terminate old or problematic accounts at any time. Terminating a problematic account should be a last resort – you can always suspend an account until the problems are resolved. Refer to page 46 for more information.

To terminate an account:

1. Click on the **Terminate an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Terminate** button. Use the user name function if a user has several different accounts, all of which need to be terminated.

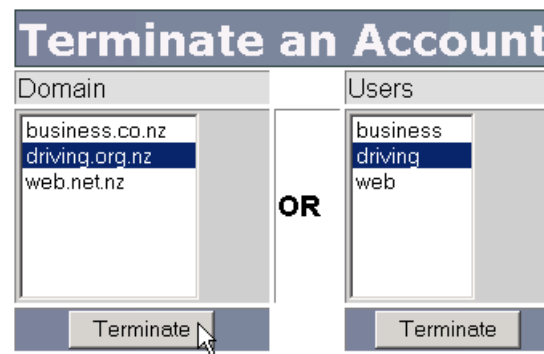


Figure 2.42: Terminating an account

2.8.5 Modifying an account

You can modify many account details at any time. You can modify the domain and user name, CPanel theme, maximum email and FTP accounts, and other items. You can also modify an account's details by changing packages – refer to page 44 for more information.

To modify an account:

1. Click on the **Modify an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Edit** button.
3. Edit the displayed fields as required. Refer to page 41 for a description of each field, if required.
4. Click on the **Save** button.

Figure 2.43: Modifying an account

2.8.6 Upgrading or downgrading an account

You can modify an account by upgrading or downgrading the package used for the account. This enables you to make wide-ranging changes quickly and consistently according to your pricing and package structure.

To upgrade or downgrade an account:

1. Click on the **Upgrade / Downgrade an Account** link in the Account Functions menu.
2. Click on the domain or user name in the displayed list and click on the **Modify** button.
3. Click on the new plan in the displayed list and click on the **Change** button.

Note: Changing plans does not modify CGI access and does not affect whether they have an IP or not.

Figure 2.44: Upgrading an account

2.8.7 Rearranging an account

WebHost Manager enables you to change the location of an account at any time. This is usually used when the available disk space on a server is low and you need to move accounts to another partition or drive. **Note:** Refer to page 54 if you need to move accounts from one server to another.

To rearrange an account:

1. Click on the **ReArrange Accounts** link in the Account Functions menu.
2. Click on the domain or user name in the displayed list and click on the **Rearrange** button.
3. Click on the required drive to move the account to from the available drop-down list and click on the **Move Account** button.

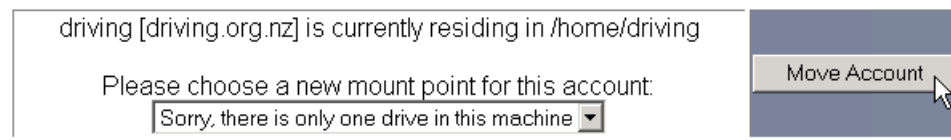


Figure 2.45: Rearranging an account

2.8.8 Viewing bandwidth usage

You can view the total bandwidth used, broken down by account, on your server per month. **Note:** Only HTTP, POP mail, and FTP traffic statistics are currently monitored for bandwidth. You need to use a third-party bandwidth management tool to track other types of bandwidth usage, such as mrtg .

To view bandwidth usage:

1. Click on the **View Bandwidth Usage** link in the Account Functions menu.
2. View the displayed bandwidth usage.

sb	bujitsu.net	80.087157	0.078210
	Total	80.087157	0.078210
testco	test.co.nz	0.000000	0.000000
	Total	0.000000	0.000000

Figure 2.46: Viewing bandwidth usage

2.8.9 Limiting bandwidth usage

WebHost Manager enables you to limit the bandwidth usage of a particular domain or all the domains of a particular user. **Note:** Bandwidth usage is only checked once a day, between midnight and 6am server time.

To limit bandwidth usage:

1. Click on the **Limit Bandwidth Usage** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Limit** button.
3. Enter the bandwidth limit for the account in the **Bandwidth Limit** field and click on the **Change** button.

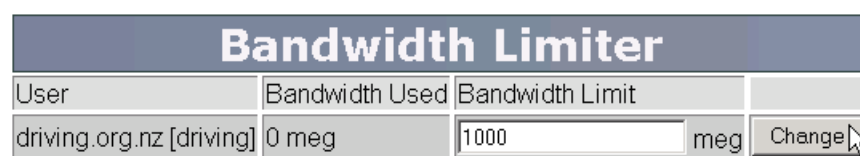
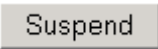
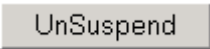


Figure 2.47: Limiting the bandwidth on an account

2.8.10 Suspending or unsuspending an account

WebHost Manager enables you to suspend problematic accounts. Suspension simply means that no web site pages are served to accounts, no FTP connections are accepted, and all email is blocked. Suspension is the first step in dealing with problematic accounts. If the problems can not be resolved, the account needs to be terminated – refer to page 43 for more information.

To suspend or unsuspend an account:

1. Click on the **Suspend or Unsuspend an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list.
3. Enter a brief description of why the account is being suspended in the **Reason** field, if you are suspending an account.
4. Click on the **Disallow resellers from unsuspending** tick box if you do not want the reseller who signed up this account unsuspending it.
5. Click on the  or  button.

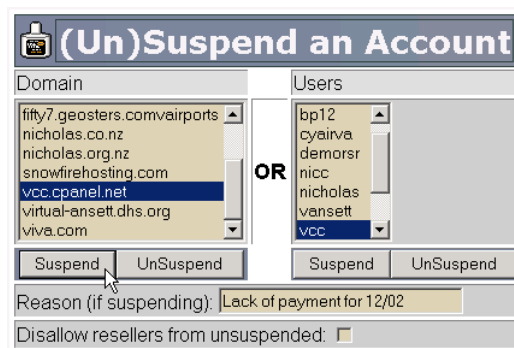


Figure 2.48: Suspending an account

2.8.11 Listing suspended accounts

You can list all of the suspended accounts on your server at any time.

To list suspended accounts:

1. Click on the **List Suspended Accounts** link in the Account Functions menu.
2. A list of suspended accounts is now displayed.


Domain	User	Owner	Date Suspended (only for recently suspended)
driving.org.nz	driving	root	Mon Apr 29 14:12:49 2002

Figure 2.49: Listing suspended accounts

2.8.12 Modifying the Suspended Account page

The Suspended Account page is the HTML page that account holders will see when they attempt to log in to their account. You can modify the default page to appear however you want.

To modify the Suspended Account page:

1. Create an HTML page that appears exactly how you want it to appear.
2. Click on the **Modify Suspended Account Page** link in the Account Functions menu.
3. Copy and paste the HTML code of your modified page over the content of the default Suspended Account page and click on the  button.

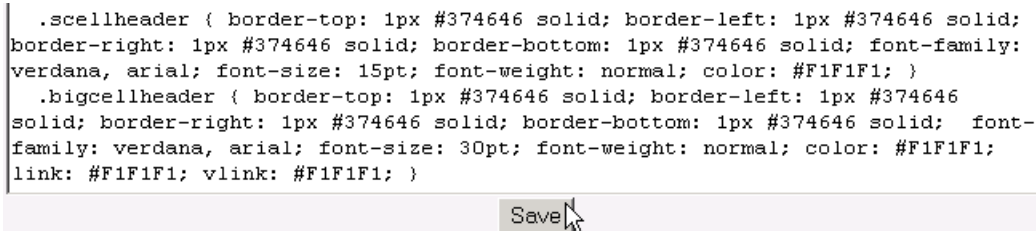
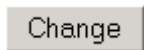


Figure 2.50: Modifying the Suspended Account page

2.8.13 Modifying quotas

You can alter how much disk space an account can use in the Quota Editor at any time. **Note:** If all of your account's quota amounts are listed as zero, which you know as incorrect, then your quota.user file is probably corrupt. Run the script at `/scripts/fixquotas`.

To alter an account's disk space quota:

1. Click on the **Quota Modification** link in the Account Functions menu.
2. Enter the new quota amount next to the required account in the **Quota** field and click on the  button.
3. Repeat the procedure for multiple accounts.



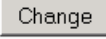
Quota Editor				
User	Space Used	Quota		
business.co.nz [business]	10 meg	450	meg	
driving.org.nz [driving]	0 meg	150	meg	
web.net.nz [web]	0 meg	50	meg	

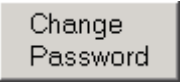
Figure 2.51: Altering an account's disk space quota

2.8.14 Modifying an account password

You can change an account's password at any time, usually when the account holder can not remember their password.

To change an account's password:

1. Click on the **Password Modification** link in the Account Functions menu.

2. Click on the required domain or user name in the displayed list and click on the  button.





Figure 2.52: Changing an account's password

2.8.15 Emailing all users

WebHost Manager enables you to send an email to all users on your server at any time. By default this email only goes to direct account holders, but you can specify that the email should be sent to all reseller accounts as well.

To email all users:

1. Click on the **Email all users** link in the Account Functions menu.
2. Click on the **Click Here to Attempt to Guess...** link at the top of the window to have WebHost Manager guess the email addresses of accounts that have not entered an email address, if required.
3. Enter the name, email address, and subject of this email in the **From Name**, **From Email**, and **Subject** fields.
4. Enter the email in the main display area.
5. Click on the **Send Email to Reseller's Customers** tick box if you want to send this email to reseller's clients as well as your own clients, if required.
6. Click on the  button.

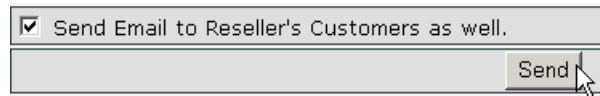


Figure 2.53: mailing all users

2.8.16 Displaying all accounts

WebHost Manager can display a summary list of active and inactive accounts at any time. Inactive accounts are by definition suspended; active accounts are by definition not suspended.

To display all accounts:

1. Click on the **Show Active and Inactive Accounts** link in the Account Functions menu.
2. A list of all active and inactive accounts is now displayed.



Figure 2.54: Displaying all accounts

2.8.17 Changing account ownership

Occasionally an account may be listed as belonging to one reseller when it actually belongs to another. WebHost Manager enables you to change the ownership of an account from one reseller to another at any time.

To change account ownership:

1. Click on the **Change ownership of an account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Change** button.
3. Click on the correct owner in the available drop-down list and click on the **Ok** button.



Figure 2.55: Changing account ownership

2.8.18 Enabling or disabling demo mode

You can use WebHost Manager's demo mode feature to turn any account into a demo account. A demo account restricts a user's ability to alter files and folders, but still appears to be fully functional. Demo mode is usually used as a sales tool for prospective clients.

To enable or disable demo mode:

1. Click on the **Disable or Enable Demo Mode on an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Modify** button.
3. Click on the **Enable** button to enable demo mode or click on the **Disable** button to disable demo mode.



Figure 2.56: Enabling demo mode

2.8.19 Showing reseller accounts

The Show Reseller Accounts function displays a list of reseller and non-reseller accounts on your server.

To show reseller accounts:

1. Click on the **Show Reseller Accounts** link in the Account Functions menu.
2. A list of reseller (labeled Resold) and non-reseller (labeled Non-Resold) accounts is now displayed.

```
Non-Resold
business (business.co.nz) []
driving (driving.org.nz) []
web (web.net.nz) []
```

Figure 2.57: Showing reseller accounts

2.8.20 Downloading a raw Apache log

A raw Apache log is a server log that details every command that the Apache server processed over a specific time period. This is a useful diagnostic tool when you are not quite sure what the problem is with a specific account.

To download a raw Apache log:

1. Click on the **Download a Raw Apache Log** link in the Account Functions menu.
2. Click on the required domain or user name from the displayed list and click on the **Download Log** button.
3. Save the log file to disk.

Download Log

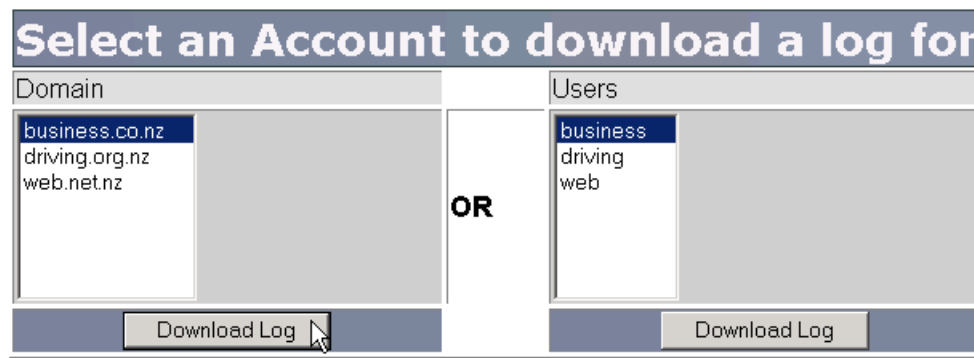


Figure 2.58: Downloading a raw Apache log

2.8.21 Unsuspending all accounts that exceed bandwidth

All accounts that exceed their specified bandwidth maximum will receive a Bandwidth Exceeded message whenever they try to log on to their account. You can unsuspend all accounts that exceed bandwidth until the next bandwidth check (bandwidth checks occur once per day).

To unsuspend all accounts that exceed bandwidth:

1. Click on the **Unsuspend all bandwidth exceders** link in the Account Functions menu.
2. Read the message and click on the button.

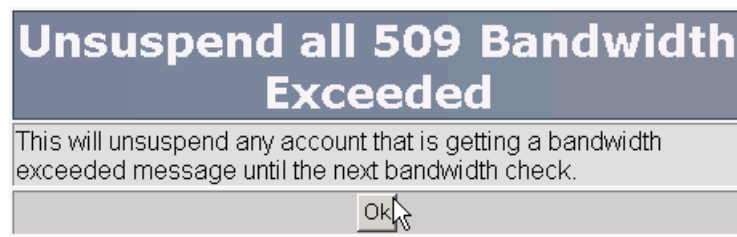


Figure 2.59: Unsuspending all accounts that exceed bandwidth

2.8.22 Fixing insecure CGI permissions

If you are having problems with SuExec and CGI permissions, you can use this function to fix the permissions in suexec.log for your cgi scripts. **Note:** You may need to use this function again after attempting to use an insecure CGI script if the directory containing the scripts has insecure permissions.

To fix insecure CGI permissions:

1. Click on the **Fix insecure permissions on cgi scripts. (requires suexec)** link in the Account Functions menu.
2. A status message is now displayed.

```
Scanning suexec_log.Done



Permissions fixed.. you may need to run this again after you attempt to use the
insecure cgi script if the directory the scripis in had insecure permissions
```

Figure 2.60: Fixing insecure CGI permissions

2.8.23 Changing a site's IP address

You can change the IP address of a domain, if required.



To change a site's IP address:

1. Click on the **Change Site's Ip Address** link in the Account Functions menu.
2. Click on the domain name that you want to manage and click on the  button.
3. Click on the new IP address from the **New Address** drop-down list.
4. Click on the  button.

2.8.24 Enabling or disabling shell access

You can enable or disable shell access for a particular account at any time.

To manage shell access:

1. Click on the **Manage Shell Access** link in the Account Functions menu.
2. Click on the  or  button next to the required account.



nicholas.co.nz	nicholas	/bin/bash	
nicholas.org.nz	nicc	/bin/bash	

Figure 2.61: Disabling shell access

2.8.25 Listing subdomains

WebHost Manager enables you to list all subdomains on your server at any time. This function will display all subdomains and parked domains, sorted by domain name.

To list all subdomains:

1. Click on the **List SubDomains** link in the Account Functions menu.
2. A list of subdomains and parked domains, sorted by domain name, is now displayed.


Domain	User	Sub Domains	
business.co.nz	business	SubDomain	Parked Domains
		documentation.business.co.nz	

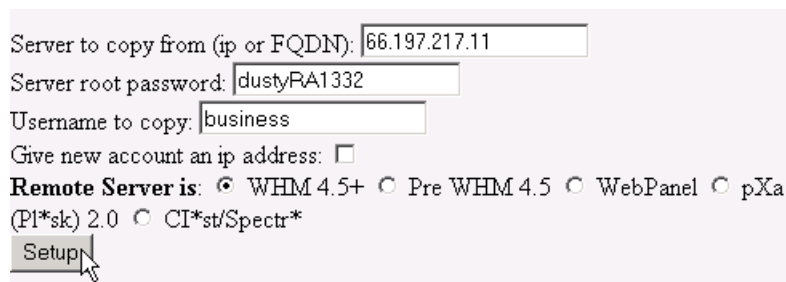
Figure 2.62: Listing all subdomains

2.9 Transfers

Assuming you are running WebHost Manager version 4.2 or newer on two servers, you can move domains from one server to another. You can do this one account at a time using this procedure, or you can transfer multiple domains at once – refer to page 55 for more information. **Note:** To transfer one account from a WebHost Manager server with a username and password, refer to page 54 for more information.

To transfer one account from another server:

1. Click on the **Copy an account from another server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.
3. Enter the username of the account that you want to copy in the **Username to copy** field.
4. Click on the **Give new account an ip address** tick box if the account is using an IP address.
5. Click on the required radio button to indicate what type of control panel software the remote server is using.
6. If the SSH is disabled for the root user, you need to enter the user name and password of a user which is part of the Wheel group (su) in the **User with su access** and **User with su access password** field.
7. Click on the  button.



Server to copy from (ip or FQDN):

Server root password:

Username to copy:

Give new account an ip address: ☐

Remote Server is: ☒ WHM 4.5+ ☐ Pre WHM 4.5 ☐ WebPanel ☐ pXa
(P!*sk) 2.0 ☐ CI*st/Spectr*




Figure 2.63: Transferring one account from another server

2.9.1 Transferring one account from a WebHost Manager server with a password

You can quickly transfer one account from a WebHost Manager server if you have a username and password. however, you can also transfer an account without the username and password (refer to page 54 for more information).

To transfer one account from a WebHost Manager server with a password:


1. Click on the **Copy an account from another server with account password** link in the Transfers menu.
2. Enter the IP address or domain name of the server to copy from in the **Server to copy from** field.
3. Enter the username and password for the account in the **Username to copy** and **User's password** fields.
4. Click on the **Give new account an ip address** tick box to give the transferred account an IP address, if required.
5. Click on the  button.

Figure 2.64: Transferring one account from a WebHost Manager server with a password

2.9.2 Transferring multiple account from another server

Assuming you are running WebHost Manager version 4.2 or newer on two servers, you can transfer multiple domains from one server to another. You do not need to know the exact details of each account on the other server as WebHost Manager will create a list of available accounts for you to transfer.

To transfer multiple account from another server:

1. Click on the **Copy multiple accounts from another server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.
3. Click on the required radio button to indicate what type of control panel software the remote server is using.
4. If the SSH is disabled for the root user, you need to enter the user name and password of a user which is part of the Wheel group (su) in the **User with su access** and **User with su access password** field.
5. Click on the **Grab Account List** button.
6. Click on the tick boxes next to the accounts that you want to copy or click on the **Select All** button.
7. Click on the **Copy** button.

2.9.3 Transferring multiple account from a Alab*nza server

You can transfer multiple domains from a Alab*nza server to your server, if required. The access user must have su access to root and the server must accept SSH connections from IP 216.118.116.107.

To transfer multiple account from a Alab*nza server:

1. Click on the **Copy multiple accounts from an Alab*nza server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.
3. Enter the username and password for the server in the **Access username** and **Access user's password** fields.
4. Click on the **Grab Account List** button.
5. Click on the tick boxes next to the accounts that you want to copy or click on the **Select All** button.
6. Click on the **Copy** button.

2.10 Themes

Themes are the GUI (Graphic User Interface) of WebHost Manager and CPanel – they control the "look and feel" of these applications. Both WebHost Manager and CPanel can have their own distinct themes, which can range from a change of background color and logo (such as the default WebHost Manager themes) right through to a complete re-write of what the application looks like and how to use it. Several companies have designed their own custom themes for CPanel which are completely different from the default and iconic themes that come with the software. These changes are usually made for branding and usability purposes.

2.10.1 Changing the WebHost Manager theme

You can select a theme for WebHost Manager from the themes that you have installed. This theme only applies to the user name with which you logged in.

To change the WebHost Manager theme:

1. Click on the **Change WHM Theme** link in the Themes menu.
2. Click on the required WebHost Manager theme.

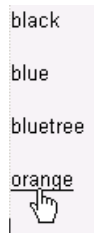



Figure 2.65: Changing the WebHost Manager theme

2.10.2 Adding a CPanel theme

You can install and update CPanel themes provided directly by DarkOrb. These will automatically update each time you update CPanel.

To add a CPanel theme:

1. Click on the **Addon cPanel Themes** link in the Themes menu.
2. Click on the **Install and Keep Updated** tick box next to the themes that you want to install.
3. Click on the  button.

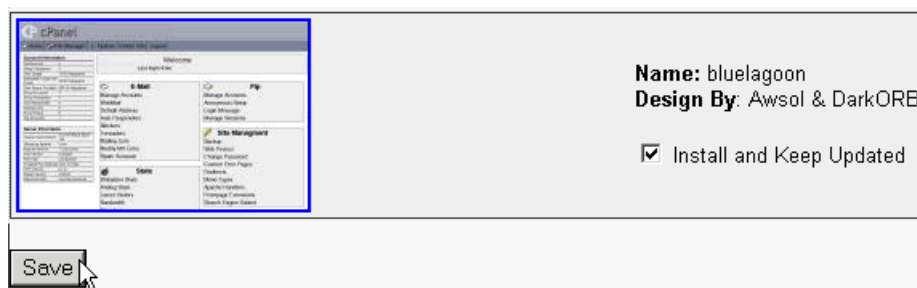



Figure 2.66: Adding a CPanel theme

2.10.3 Adding a WebHost Manager theme

You can install and update WebHost Manager themes provided directly by DarkOrb. These will automatically update each time you update WebHost Manager.

To add a WebHost Manager theme:

1. Click on the **Addon WHM Themes** link in the Themes menu.
2. Click on the **Install and Keep Updated** tick box next to the themes that you want to install.
3. Click on the  button.

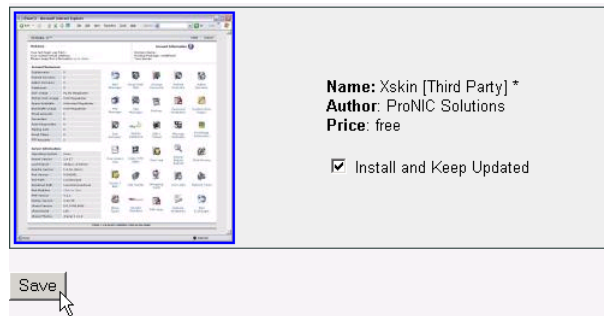


Figure 2.67: Adding a WebHost Manager theme

2.10.4 Setting the default WebHost Manager theme

You can set the default WebHost Manager theme for all users who do not have chosen a specific WebHost Manager theme.

To set the default WebHost Manager theme:

1. Click on the **Set Default WHM Theme for All Users** link in the Themes menu.
2. Click on the required WebHost Manager theme.

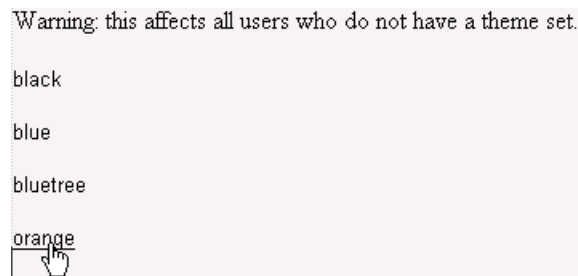


Figure 2.68: Setting the default WebHost Manager theme

2.10.5 Listing installed themes

You can view a list of all of your currently installed themes, divided into WebHost Manager and CPanel themes.

To list installed themes:

1. Click on the **List Installed WHM Themes** or **List Installed Cpanel Themes** link in the Themes menu.
2. View the displayed list of themes. Refer to page 58 if you want to install a new theme.

```
tree
advanced
default
mailonly
bluelagoon
```

Figure 2.69: Listing installed themes

2.10.6 Installing a new theme

WebHost Manager enables you to upload and install a new theme. This gives you the capability to create and use your own themes on both WebHost Manager and CPanel. New themes need to be archived using tar, using the directory structure shown in WebHost Manager, and have a file extension of **.whmtheme** or **.cptheme**. You can see how currently installed themes work by downloading them – refer to page 59 for more information.

To install a new theme:

1. Click on the **Install a New WHM Theme** or **Install a New Cpanel Theme** link in the Themes menu.
2. Make sure your tarred theme conforms to the displayed directory structure.
3. Use the **Browse...** button to select the theme that you want to upload.
4. Click on the **Upload** button.

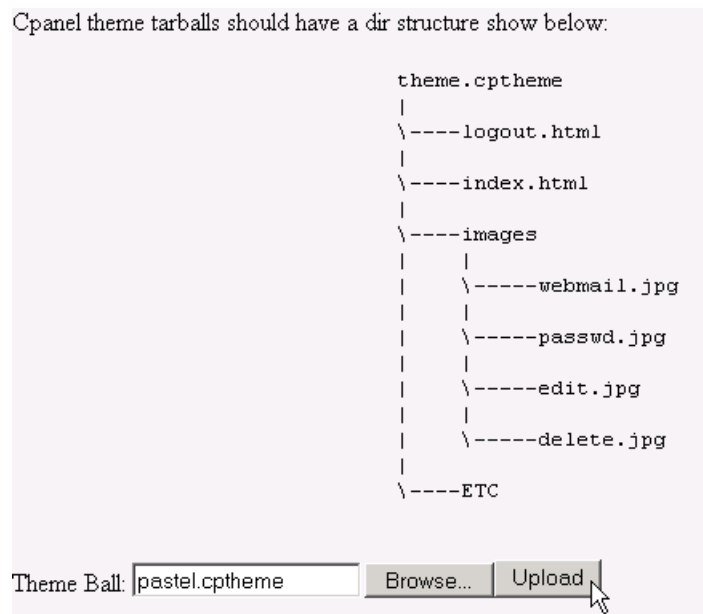


Figure 2.70: Installing a new theme

2.10.7 Deleting a CPanel theme

You can delete a CPanel theme when it is no longer required. Make sure that no users are using this theme before you delete it. **Note:** If any users have themes that are automatically updated, they will reappear on this list. To successfully delete these themes, you need to remove the following script: `/scripts/postupcp`.

To delete a CPanel theme:

1. Click on the **Delete a Cpanel Theme** link in the Themes menu.
2. Click on the link to the theme that you want to delete.

```
tree
advanced
blueagoon
Note: Some providers have auto theme updates!
If you delete a theme and it reappears again,
You may want to consider removing /scripts/postupcp
```

Figure 2.71: Deleting a CPanel theme

2.10.8 Cloning a CPanel theme

WebHost Manager enables you to clone an existing theme, which you can then download and alter as you require. This is usually done for branding purposes – you only want to add your logo and do not want to create a new theme from scratch.

To clone a CPanel theme:

1. Click on the **Delete a Cpanel Theme** link in the Themes menu.
2. Click on the link to the theme that you want to clone.
3. Enter the name for the new theme in the available field, and click on the **Do it** button.

Please enter a name for the new theme: **Do it**

Figure 2.72: Cloning a CPanel theme

2.10.9 Downloading a themeball

You can download installed themes for WebHost Manager or CPanel as a themeball – a tarred group of all the files required for a theme. You can use this to brand the downloaded theme with your company’s logo or use it as an example of how to create a brand new theme.

To download a themeball:

1. Click on the **Download a Cpanel Themeball** or **Download a WHM Themeball** link in the Themes menu.
2. Click on the link to the theme that you want to download.
3. Save the themeball to a specific location.

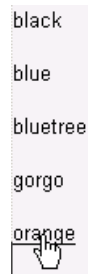


Figure 2.73: Downloading a themeball

2.10.10 Creating a new theme

You can create a CPanel or WebHost Manager theme from scratch, as long as you have the time. The best way to create a theme is to download a themeball of one of the working themes to use as an example – refer to page 59 for more information. You can find the API info in `/usr/local/cpanel/*api.txt` You can use PHP code in CPanel themes. Example:

```
\$variable = '<cpanel print="\$CPDATA\{'DNS'\}"\textgreater';
```


Perl scripts can also be included in theme pages. In the following example, `ex.pl` would contain `perlapi.txt` commands as well as Perl code.

```
<perl /usr/local/cpanel/base/frontend/default/ex.pl\textgreater
```

2.11 Packages

Packages enables you to create your own custom web hosting packages and are a critical function in WebHost Manager. These packages form the core service of your web hosting business, and your pricing structure needs to be carefully thought out. WebHost Manager helps you in this process by allowing you to customize a large number of parameters, from disk space and bandwidth to the number of sub-domains and MySQL databases, as well as specifying whether CGI, shell access, and what CPanel default theme are provided.

To add a package:

1. Click on the **Add a New Package** link in the Packages menu.
2. Enter the name of the package and the maximum disk space the account can occupy in the **Package Name** and **Quota** fields.
3. Indicate whether SSL access is allowed in the **Shell Access** tick box.
4. Enter the maximum number of items allowed in the **Max Ftp Accounts**, **Max Email Accounts**, **Max Email Lists**, **Max SQL Databases**, **Max Sub Domains**, **Max Park Domains**, and **Max Addon Domains** fields.
Note: Enter the text **unlimited** if you do not want to place a limit on any particular item.
5. Indicate whether this account is an IP address or not in the **Ip** tick box. If ticked, all accounts created with this package can not use a domain name.
6. Indicate whether CGI access and Frontpage Extensions are allowed in the **CGI Access** and **Frontpage Extentions** tick boxes.
7. Enter the maximum bandwidth in megabytes allowed by the account in the **Bandwidth Limit** field.
8. Click on the default CPanel theme for the account in the **Cpanel Theme** field.
9. Click on the  button.


Create a New Package		Create	Reset
Package Name	Copper50	Quota	50 Mega Bytes
Shell Access	<input checked="" type="checkbox"/>		
Max Ftp Accounts	1		
Max Email Accounts	5		
Max Email Lists	1		
Max SQL Databases	2		
Max Sub Domains	0		
Max Parked Domains	10		
Max Addon Domains	0		
Ip	<input type="checkbox"/>		
Cgi Access	<input checked="" type="checkbox"/>		
Frontpage Extentions	<input checked="" type="checkbox"/>		
Bandwidth Limit	500 MegaBytes		
Cpanel Theme	default		

Figure 2.74: Adding a package

2.11.1 Deleting a package

You can delete packages that are no longer necessary.

To delete a package:

1. Click on the **Delete Packages** link in the Packages menu.
2. Click on the package that you want to delete and click on the  button.

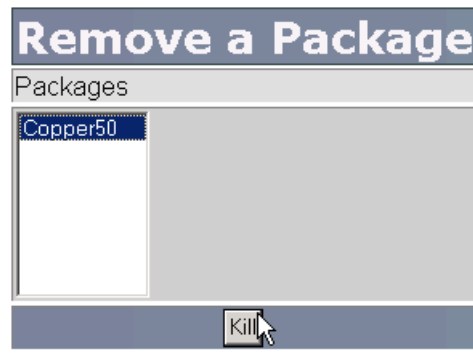




Figure 2.75: Deleting a package

2.11.2 Editing a package

You can alter all aspects of a package whenever you need to change the package. These changes will not effect accounts that were created with the changed package, however it will effect new accounts using this package.

To edit a package:

1. Click on the **Edit Packages** link in the Packages menu.
2. Click on the required package and click on the  button.
3. Alter the fields as required. Refer to page 61 for a description of each field, if required.
4. Click on the  button when you have finished editing the package.

Edit Package		<input type="button" value="Edit"/>	<input type="button" value="Reset"/>
Package Name	Copper50	Quota	50 Mega Bytes
Shell Access	<input checked="" type="checkbox"/>		
Max Ftp Accounts	1		
Max Email Accounts	5		
Max Email Lists	1		
Max SQL Databases	2		
Max Sub Domains	0		
Max Parked Domains	10		
Max Addon Domains	0		
Ip	no	Cgi Access	<input checked="" type="checkbox"/>
Bandwidth Limit	500 MegaBytes		
Cpanel Theme	default		

Figure 2.76: Editing a package

2.12 DNS Functions

The DNS Functions area manages all aspects of DNS, from parking a domain to adding a DNS zone.

2.12.1 Parking or pointing a domain

WebHost Manager enables you to park a domain on top of another domain, which effectively points all HTTP and email traffic from the parked domain to the domain it is parked on top of.

To park or point a domain:

1. Click on the **Park or Point a Domain** link in the Dns Functions menu.
2. Enter the domain that you want traffic pointed to in the **Domain to park on top of** field.
3. Enter the domain that you want to park in the **Domain to park** field.

Example: You want to point all HTTP and email traffic **from** innovation.co.nz **to** business.co.nz. Enter business.co.nz in the **Domain to park on top of** field and innovation.co.nz in the **Domain to park** field.

Figure 2.77: Parking a domain

Unparking a domain

You can unpark a parked domain at any time.

To unpark a domain:

1. Click on the **List Parked Domains** link in the Dns Functions menu.
2. Click on the **UnPark** link next to the required domain.

Domain	User	Parked Domains
business.co.nz	business	<div>innovation.co.nz (UnPark)</div> <div>innovation.org.nz (Add Mail Config to user's cPanel) (UnPark)</div>

Figure 2.78: Unparking a domain

2.12.2 Listing parked domains

You can list all domains that are parked on your server, sorted by the domains they are parked on top off. You can use this list to add mail configuration to the primary domain's CPanel, which adds the domain so the account

can modify forwarders and default address for that domain. You can also use this list to unpark domains – refer to page 64 for more information.

To list parked domains:

1. Click on the **List Parked Domains** link in the Dns Functions menu.
2. A list of parked domains is displayed, sorted by domain.
3. Click on the **Add Mail Config to user's CPanel** link to add mail configuration to the primary domain's CPanel, if required.

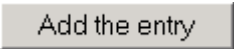
Domain	User	Parked Domains
business.co.nz	business	innovation.co.nz (UnPark) innovation.org.nz (Add Mail Config to user's cPanel) (UnPark)

Figure 2.79: Listing parked domains

2.12.3 Adding an A entry for your hostname

An A entry is an Address entry, and can be entered at any time for your hostnames

To add an A entry for your hostname:

1. Click on the **Add an A entry for your hostname** link in the Dns Functions menu.
2. Click on the  button if the displayed information looks correct.

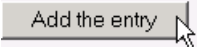
Found your hostname to be: entropy.cpanel.net
 Found your short hostname to be: entropy
 Found your domain name to be: cpanel.net
 Found your main ip to be: 66.197.217.11
 If this looks correct,


Figure 2.80: Adding an A entry for your hostname

2.12.4 Adding a DNS zone

A DNS zone is a part of your domain name but it may contain different DNS information. For example, if you added the DNS zone training.business.co.nz to business.co.nz, you could edit the properties of the training.business.co.nz DNS zone to be whatever you wanted. Refer to page 66 for more information about editing a DNS zone. **Note:** You will need to wait a few hours for the DNS zone to propagate.

To add a DNS zone:


1. Click on the **Add a DNS Zone** link in the Dns Functions menu.
2. Enter the IP address or domain name of the DNS zone in the **Ip** or **Domain** field.
3. Click on the  button.

Figure 2.81: Adding a DNS zone

Editing a DNS zone

WebHost Manager enables you to change a wide variety of DNS information at any time. Refer to the ISC's Bind web page for more information about DNS zones.

To edit a DNS zone

1. Click on the **Edit a DNS Zone** link in the Dns Functions menu.
2. Enter the DNS zone that you want to edit in the **Zone to Edit** field and click on the **Do it** button.
3. Alter the DNS fields as you require, and click on the **Save** button when you have finished.

Domain	TTL	IN	Record Type	
innovation.org.nz.	14400	IN	NS	ns1.entropy.cpanel.net
innovation.org.nz.	14400	IN	NS	ns2.entropy.cpanel.net
innovation.org.nz.	14400	IN	A	203.24.93.150
localhost.innovation.org.nz.	14400	IN	A	127.0.0.1

Figure 2.82: Editing a DNS zone

Deleting a DNS zone

You can delete a DNS zone at any time.

To delete a DNS zone:



1. Click on the **Delete a DNS Zone** link in the Dns Functions menu.
2. Click on the required DNS zone from the displayed list and click on the **Delete** button.

Figure 2.83: Deleting a DNS zone

2.12.5 Editing an MX entry

WebHost Manager enables you to alter MX (Mail Exchange Record) Entries at any time. By altering an MX Entry you can point the email for a particular domain to another mail server, if required.

To edit an MX entry:

1. Click on the **Edit an MX Entry** link in the Dns Functions menu.
2. Click on the required domain in the list and click on the  button.
3. Enter the new domain that email will be sent to and click on the  button.

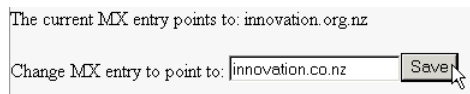



Figure 2.84: Editing an MX entry

2.12.6 Performing a DNS cleanup

WebHost Manager enables you to clean up your nameserver configuration file whenever required. **Note:** Make sure you are not editing any nameserver configuration files during the clean up.


To perform a DNS cleanup:

1. Click on the **Perform a DNS Cleanup** link in the Dns Functions menu.
2. Read the warning. Click on the  button when you are ready.

2.12.7 Establishing a trust relationship

You can establish a master/primary nameserver relationship at your server setup level – refer to page 15 for more information. If you do set up a primary nameserver, you need to establish a trust relationship between the two servers so that you can add all DNS entries from the primary nameserver. This saves you having to log on to multiple servers to set up various DNS entries.

To establish a trust relationship with a primary nameserver:

1. Click on the **Establish A Trust Relationship With a Primary Nameserver** link in the Dns Functions menu.
2. Enter the root password for the trusted nameserver in the **Master Server Root Password** field.
3. Click on the  button.

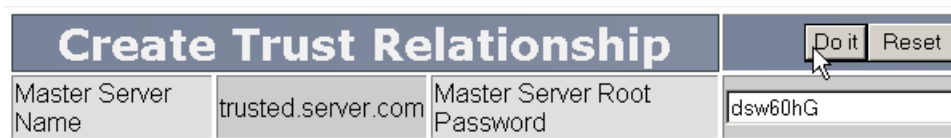


Figure 2.85: Establishing a trust relationship with a primary nameserver

2.12.8 Synchronizing DNS records

If you have established a trust relationship with a primary nameserver, you will need to synchronize the DNS records between the primary and secondary nameservers after you have added new DNS entries.

To synchronize DNS records with the primary nameserver:

1. Click on the **Synchronize DNS Records With Primary Nameserver** link in the Dns Functions menu.
2. A status list is now displayed.


```
Rebuilding DNS Zones List from master server .....
```

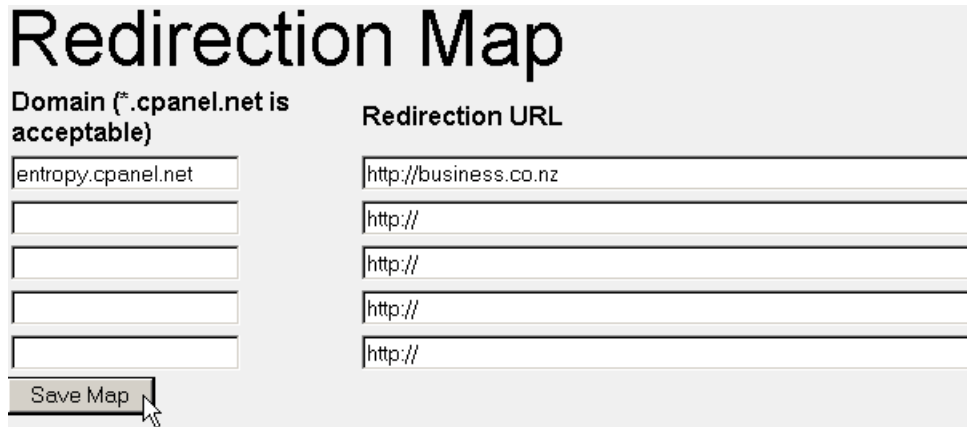
Figure 2.86: Synchronizing DNS records with the primary nameserver

2.12.9 Domain forwarding

WebHost Manager enables you to forward all traffic from your current domain to another domain. You can only forward the top level domain to another location, not any specific folders or subdomains of the domain.

To setup a domain forwarder:

1. Click on the **Setup/Edit Domain Forwarding** link in the Dns Functions menu.
2. Enter the domain that you want to forward in the **Domain** field, and the forwarding URL address in the **Redirection URL** field. Repeat as required.
3. Click on the  button.



Domain (*.cpanel.net is acceptable)	Redirection URL
entropy.cpanel.net	http://business.co.nz
	http://
	http://
	http://
	http://

Save Map



Figure 2.87: Setting up a domain forwarder

2.13 FrontPage

For better or worse, FrontPage is an extremely popular web site design tool. In order to support clients who use FrontPage, you need to install FrontPage extensions on their site so that the Frontpage's "quirks" will work correctly on a Linux server. If you need to reinstall FrontPage extensions for an account, uninstall the current extensions first before reinstalling.

Note: DarkOrb does not encourage the use of FrontPage nor does it take responsibility for any of the things that FrontPage, or any other Microsoft product, does to your server.

To install or uninstall FrontPage extensions:

1. Click on the **Install FrontPage Web Extentions** or **Uninstall FrontPage Web Extentions** link in the FrontPage menu.
2. Click on the required domain or user in the displayed lists.
3. Click on the  or  button.

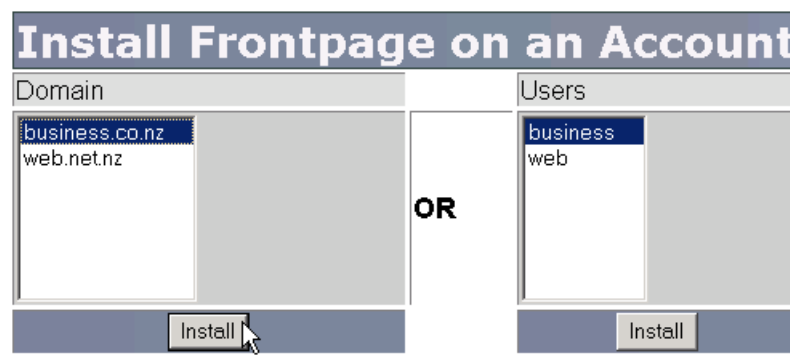


Figure 2.88: Installing FrontPage extensions

2.13.1 Installing FrontPage mail extensions

Some clients may need FrontPage mail extensions installed. This function will find **all** accounts that do not have any mail extensions installed and will install FrontPage mail extensions.

To install FrontPage mail extensions:

1. Click on the **Install FrontPage Mail Extentions** link in the FrontPage menu.
2. A status list of the search and installation process is now displayed.

Searching for domains without mail extensions...

Figure 2.89: Installing FrontPage mail extensions

2.14 MySQL

The MySQL area enables you to repair a database, change passwords, and show what MySQL processes are in use.

2.14.1 Resetting the MySQL root password

You can reset your MySQL root password using WebHost Manager. This function should only be used if you are unable to change the password and have received a **permission denied** error. Try to reset the password using the **Set MySQL Root Password** function first before following this procedure. Refer to page 25 for more information.

To reset the MySQL root password:

1. Click on the **Reset MySQL Root Password** link in the MySQL menu.

2. Enter the new password in the field provided and click on the  button.

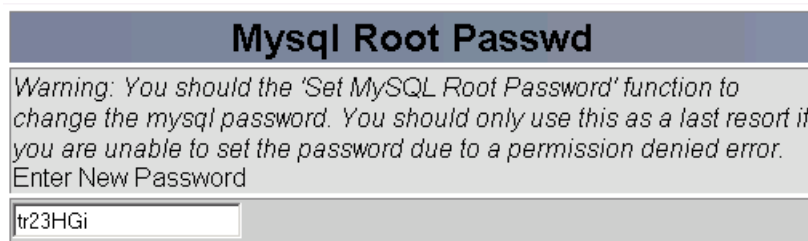


Figure 2.90: Resetting the MySQL root password


2.14.2 Adding a MySQL access host

You can add additional hosts that are able to access MySQL databases on this server. You can also specify a remote MySQL server, as long as you provide the proper user name and password.

To add one or more MySQL access hosts:

1. Click on the **Modify Additional MySQL Access Hosts** link in the MySQL menu.
2. Enter the additional host information, one per line. For example:
66.96.192.%

3. Click on the  button.

Note: These hosts will only become active on a user's machine **after** they have logged on to CPanel and entered the **MySQL databases** area. If you want all users to be updated automatically, click on the **Click Here!** link (not the  button).

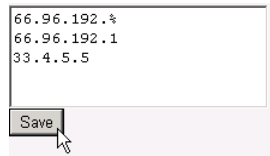


Figure 2.91: Adding a MySQL access host

2.14.3 Setting up a remote MySQL server

You can change the MySQL server from the local server ("localhost") to point to a remote server. This allows MySQL functions to be performed by another computer.

To set up a remote MySQL server:

1. Click on the **Setup Remote MySQL server** link in the MySQL menu.
2. Enter the name of the remote server in the **Remote Mysql Host** field and its password in the **Remote Mysql Host's Root Password** field.

Note: Do not enter the root password for the remote MySQL server in the **Remote Mysql Host's Root Password** field.

3. Click on the  button.

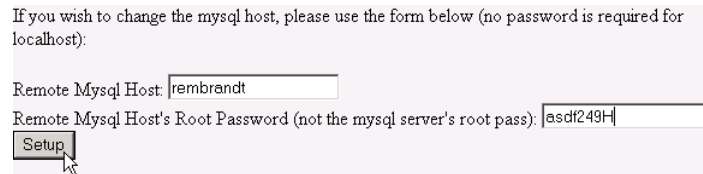



Figure 2.92: Setting up a remote MySQL server

2.14.4 Repairing a database

You can attempt to repair a MySQL database using WebHost Manager. The function checks each table for errors and attempts to fix them.

To repair a database:

1. Click on the **Repair a DataBase** link in the MySQL menu.
2. Click on the database that you want to repair in the displayed list and click on the  button.
3. A status list is displayed, stating which tables have been checked and the result.

business_xmb1.xmb_attachments	OK
business_xmb1.xmb_banned	OK
business_xmb1.xmb_buddys	OK
business_xmb1.xmb_favorites	OK
business_xmb1.xmb_forums	OK
business_xmb1.xmb_members	OK
business_xmb1.xmb_posts	OK
business_xmb1.xmb_ranks	OK
business_xmb1.xmb_settings	OK
business_xmb1.xmb_smilies	OK
business_xmb1.xmb_templates	OK
business_xmb1.xmb_themes	OK
business_xmb1.xmb_threads	OK
business_xmb1.xmb_u2u	OK
business_xmb1.xmb_whosonline	OK
business_xmb1.xmb_words	OK

Figure 2.93: Repairing a database

2.14.5 Changing passwords

You can use WebHost Manager to change the password of any MySQL user or database on your server.

To change a user or database password:

1. Click on the **Change an User or Database Password** link in the MySQL menu.
2. Click on the required database or user name in the list

3. Enter the new password in the **New Password** field and click on the  button.

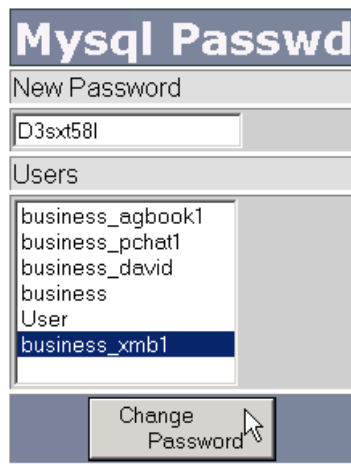


Figure 2.94: Changing a database password

2.14.6 Showing MySQL processes

WebHost Manager can create a list of all of the currently active MySQL processes on your server, including the user name, command being used, its state, and general information. Refer to page 40 for more information about viewing general server and system processes.

To show MySQL processes:

1. Click on the **Show MySQL Processes** link in the MySQL menu.
2. A list of currently used processes is displayed.

2.15 IP Functions

The IP Functions area enables you to add and manage IP addresses, including adding and reserving addresses and displaying IP usage.

2.15.1 Showing or deleting current IP addresses

You can display a list of all of the IP addresses that are linked to your server. You can delete IP addresses from this list, except for your server's dedicated IP address.

To show or delete current IP addressed:

1. Click on the **Show or Delete Current IP Addresses** link in the Ip Functions menu.
2. A list of current IP addresses is displayed. Click on the **Remove** link to delete a particular IP address.

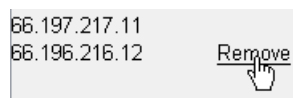


Figure 2.95: Deleting a current IP address

2.15.2 Adding a new IP address

WebHost Manager enables you to add a new IP address at any time, along with the addresses required subnet mask. **Note:** You must use Class C CIDR format when adding multiple IP addresses. Refer to this Overview of CIDR for more information.

To add a new IP address:

1. Click on the **Add a New IP Address** link in the Ip Functions menu.
2. Enter the IP address in the **Ip(s) to add** field.
3. Alter the subnet mask default values for this IP address in the **Subnet Mask** field, if required.
4. Click on the **Do it** button.

 A screenshot of a web form titled 'Add An Ip Address'. The form has two input fields: 'Ip(s) to add' containing '66.196.216.12' and 'Subnet Mask' containing '255.255.255.0'. To the right of the form are two buttons: 'Do it' and 'Reset'. A mouse cursor is pointing at the 'Do it' button.

Notes: When adding multiple ip address you must used Class C CIDR format or 192.168.0.1-254 format.
Valid Examples: 192.168.4.128/25, 192.168.3.5-10, 192.168.99.55-230

Figure 2.96: Adding a new IP address

2.15.3 Rebuilding the IP address pool

WebHost Manager enables you to rebuild the IP address pool at any time. Rebuilding the IP address pool frees up IP addresses and updates `/etc/ipaddrpool`.

To rebuild the IP address pool:

1. Click on the **Rebuild the IP Address Pool** link in the Ip Functions menu.
2. A status list is now displayed.


```
Please wait while I rebuild your ipaddrpool
[66.197.217.11] [66.197.217.11] [66.197.217.11] [66.197.217.11] [66.197.217.11]
Found 1 free ips. /etc/ipaddrpool has been updated
```

Figure 2.97: Rebuilding the IP address pool

2.15.4 Reserved IP addresses

WebHost Manager enables you to reserve IP addresses so that they will not be used when automatically assigning IP addresses to new accounts. (This only applies to new accounts that are created using the **Ip** tick box – refer to page 41 for more information.)

To show or edit reserved IP addresses:

1. Click on the **Show/Edit Reserved Ips** link in the Ip Functions menu.
2. A list of current IP addresses is displayed. Reserved IP addresses have a tick in the tick box next to the address.
3. Click on the tick box next to the address to reserve or unreserve the address and click on the  button.


```
Any ip address you check off here will not be used to setup accounts
☒ 66.196.216.12

```

Figure 2.98: Reserving an IP address

2.15.5 Showing IP address usage

You can display a list of all of the IP addresses on your server and what domain names they point to.

To show IP address usage:

1. Click on the **Show IP Address Usage** link in the Ip Functions menu.
2. A list of IP addresses and associated domains is now displayed.

```
eth0      Link encap:Ethernet  HWaddr 00:50:04:B2:9A:C3  
66.197.217.11 [http: ]  
66.197.217.11 [http: entropy.cpanel.net,entropy.cpanel.net,www.business.co.nz  
66.196.216.12
```

Figure 2.99: Showing IP address usage

2.16 Disk Drives

You can format or mount a new hard drive at any time using WebHost Manager. You can also optimize an EIDE hard drive (refer to page 77 for more information). **Note:** Formatting a hard drive will delete all information on that hard drive.


To format or mount a new hard drive:

1. Click on the **Format/Mount a new Harddrive** link in the Disk Drives menu.
2. Follow the displayed instructions.

2.16.1 Optimizing an EIDE hard drive

WebHost Manager allows you to optimize EIDE (Enhanced Integrated Drive Electronics) drives for significant performance speed and performance increases. **Warning:** This function may cause your server to lock up or crash when performed on older chip sets. Use at your own risk.

To optimize an EIDE hard drive:

1. Click on the **Optimize EIDE Harddrives** link in the Disk Drives menu.
2. Read the displayed warning. Click on the  button if you want to proceed.

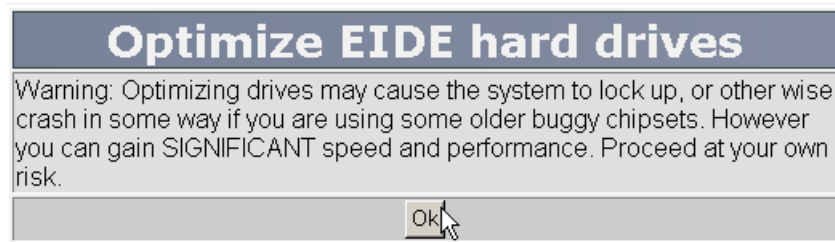


Figure 2.100: Optimizing an EIDE hard drive

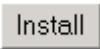
2.17 Software

The Software area deals with installing and updating server and system software on your server.

2.17.1 Installing an RPM

RPM (Red Hat Package Manager) is a common way of installing software. WebHost Manager enables you to install a large number of different packages, if and when required, and re-install them if a problem occurs.

To install an RPM:

1. Click on the **Install a RPM** link in the Software menu.
2. Click on the package that you want to (re)install.
3. Click on the **Ignore Dependencies** tick box if you want WebHost Manager to ignore any dependencies that may occur during installation.
4. Click on the **Force Install** tick box if you are reinstalling a package.
5. Click on the  button.

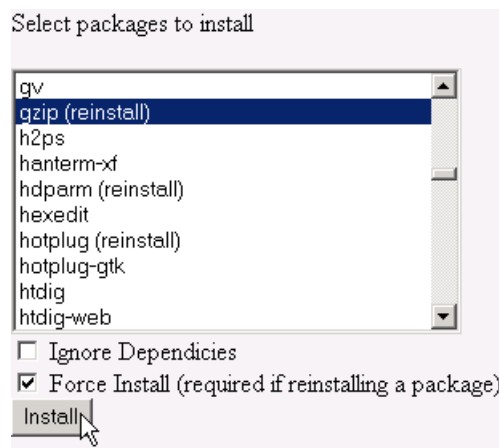


Figure 2.101: Reinstalling an RPM

2.17.2 Rebuilding the RPM database

The database that keeps track of your RPM (Red Hat Package Manager) installations can become corrupt. You should only perform this function when technical support advises you that it is the correct course of action.

To rebuild the RPM database:

1. Click on the **Rebuild RPM Database** link in the Software menu.
2. Click on the  button.

Note: This procedure may take 1-30 minutes, depending on the speed of your machine.

```

D: rebuilding database /var/lib/rpm into /var/lib/rpmrebuilddb.6173
D: creating directory /var/lib/rpmrebuilddb.6173
D: opening old database with dbapi 3
D: opening db environment /var/lib/rpm/Packages create:mpool
D: opening db index /var/lib/rpm/Packages rdonly mode=0x0
D: locked db index /var/lib/rpm/Packages
D: opening new database with dbapi 3
D: opening db environment /var/lib/rpmrebuilddb.6173/Packages create:mpool


```

Figure 2.102: Rebuilding the RPM database

2.17.3 Installing a Perl module

Perl modules are a collection of Perl scripts that allow you to perform one or more functions. WebHost Manager enables you to install a number of Perl modules if and when you require them.

To install a Perl module:

1. Click on the **Install a Perl Module** link in the Software menu.
2. Enter the name of the Perl module that you want to install in the available field and click on the  button.
3. Click on the link to install the required Perl module.

Modules matching your query (click to install)
[Net::Telnet](#)
[Net::Telnet::Cisco](#)
[Net::Telnet::Netscreen](#)

Figure 2.103: Installing a Perl module

2.17.4 Updating server or system software

WebHost Manager provides you with the ability to update your server or system software or backend scripts at any time. When activated, WebHost Manager will compare the current server and system software and backend scripts against its list of upgrades kept on its upgrade server, and upgrades any older versions automatically.

To update your server software:

1. Click on the **Update Server Software**, **Update System Software**, or **Update Backend Scripts** link in the Software menu.
2. A software status list is now displayed with any updates performed, if any.

2.18 Security

The Security area deals with security issues, from scanning for security beaches and Trojan Horses to modifying Apache's memory usage limit.

2.18.1 Running a quick security scan

WebHost Manager can perform a quick security scan of your server that attempts, in test mode, to shut down various essential services. If any of these tests succeed, there has been a security breach of your server. **Note:** You may see [FAILED] next to one or more tests when you run the scan. This usually indicates that the service was shut down normally prior to the scan, and does not normally indicate that there has been a security breach.

To run a quick security scan:

1. Click on the **Quick Security Scan** link in the Security menu.
2. A list of results is now displayed.

2.18.2 Modifying Apache memory usage limit

WebHost Manager includes a function that automatically calculates the memory limit needed by Apache and resets the memory used by Apache to that amount. This frees up your memory for other operations, and is useful on full servers.

To modify the Apache memory usage amount:

1. Click on the **Modify Apache Memory Usage Limit** link in the Security menu.
2. A result list is now displayed.

```
Apache Limiter by J. Nick Koston
Checking for BSD Accounting ....
Calculating Memory Limit .....255516..127758..522072..301782..154512384..
..51504128..
Largest Webserver child cgi/ssi/php is now limited to 49 meg
```

Figure 2.104: Modifying the Apache memory usage amount

2.18.3 Scanning for Trojan Horses

WebHost Manager includes a function that enables you to scan your server for Trojan Horses. A Trojan Horse is a malicious, security-breaking program that is disguised as something benign, such as a directory lister, archiver, or game. Like all viruses Trojan Horses can hide inside files for long periods of time. **Note:** All files found during this search are only suspected Trojan Horses. This scan only denotes the possibility of a virus in the file.

To scan for Trojan Horses:

1. Click on the **Scan for Trojan Horses** link in the Security menu.
2. A results list is now displayed.

```
Appears Clean

/dev/core

Scanning for Trojan Horses.....
Possible Trojan - /usr/bin/a2p
.
.
.
Possible Trojan - /usr/bin/find2perl
.
Possible Trojan - /usr/bin/h2ph
.
Possible Trojan - /usr/bin/h2xs
```

Figure 2.105: Scanning for Trojan Horses

2.19 Email

The Email area allows you to troubleshoot problematic email addresses, manage your mail queue, and view email statistics for your server.

2.19.1 Using the Mail Troubleshooter

The Mail Troubleshooter function enables you to send a test email to a problematic address to determine what is wrong. This process will track down the vast majority of email problems that can occur on your server.

To use the Mail Troubleshooter:


1. Click on the **Mail Troubleshooter** link in the Email menu.
2. Enter the problematic email address in the field provided. Click on the **Address is on this server** tick box if required.
3. Click on the  button.



Figure 2.106: Using the Mail Troubleshooter

2.19.2 Managing the mail queue

The Exim Mail Queue area enables you to view all waiting messages in the mail queue, as well as attempt to deliver or delete all the messages in the queue.

To manage the mail queue:

1. Click on the **Manage Mail Queue** link in the Email menu.
2. View the email as required.
3. Click on the **Delete all messages in Queue** link if you need to delete the email that are currently in the queue.

Click on the **Attempt to Deliver all messages in Queue** link if you need to send the email now. This is a good method of testing if something is functioning incorrectly with exim.

[Delete all messages in Queue](#)
[Attempt to Deliver all messages in Queue](#)

Loading.....

There are currently 67 messages in the mail queue.

18SvZ-0000uH-00	1.2K	13h	Delete	Deliver Now
root@whmdemo.cpanel.net				
18SvkG-0001DE-00	1010	13h	Delete	Deliver Now
root@whmdemo.cpanel.net				
18SvmD-0001G9-00	2.9K	13h	Delete	Deliver Now
root@whmdemo.cpanel.net				

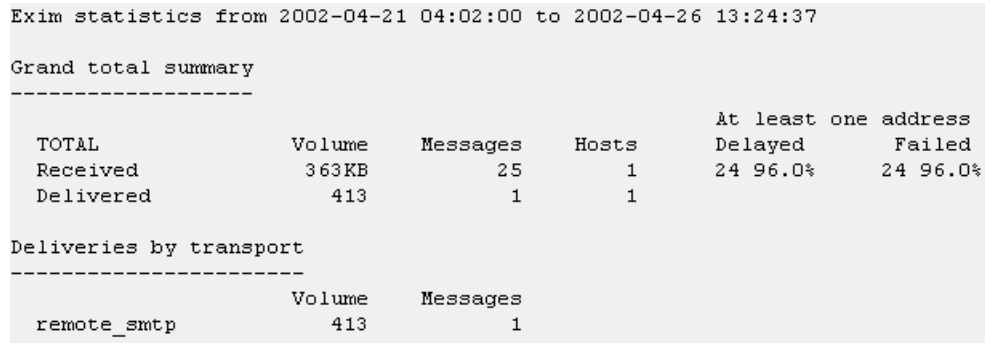
Figure 2.107: Deleting all email in the mail queue

2.19.3 Viewing email statistics

The View Mail Stats function displays a wide variety of information about email on your server, including total volumes, how many messages were sent and delivered per hour, the top 50 accounts in terms of mail sent and received, and a list of error messages.

To view email statistics:

1. Click on the **View Mail Stats** link in the Email menu.
2. View the displayed statistics.



```
Exim statistics from 2002-04-21 04:02:00 to 2002-04-26 13:24:37

Grand total summary
-----

```

	Volume	Messages	Hosts	At least one address	
TOTAL				Delayed	Failed
Received	363KB	25	1	24 96.0%	24 96.0%
Delivered	413	1	1		

```
Deliveries by transport
-----

```

	Volume	Messages
remote_smtp	413	1

Figure 2.108: Viewing email statistics

2.20 System Health

WebHost Manager can display a variety of system information that indicates the current health of the system:

- **Current Disk Usage** – Displays the current amount of disk space being used on each hard drive and partition.
- **Current CPU Usage** – Displays the current CPU usage divided by process. More information about each process is available by clicking on each processes Pid.
- **Current Running Processes** – Displays all currently running processes and their location.

More server information can be found in the page 40 section. Refer to page 72 for more information about MySQL processes.

To display system information:

1. Click on the **Show Current Disk Usage**, **Show Current CPU Usage**, or **Show Current Running Processes** link in the System Health menu.
2. View the displayed information. If you clicked on the **Show Current CPU Usage** link, you can display more detailed information about each process by clicking on the **Pid** column link entry.

Pid	Owner	Priority	Cpu %	Mem %	Command
1	root	0	0.0	0.2	init [3]
2	root	0	0.0	0.0	keventd
3	root	0	0.0	0.0	kapm-idled
4	root	19	0.0	0.0	ksoftirqd_CPU0
5	root	0	0.0	0.0	kswapd
6	root	0	0.0	0.0	kreclaimd
7	root	0	0.0	0.0	bdflush
8	root	0	0.0	0.0	kupdated
9	root	20	0.0	0.0	mdrecoveryd
13	root	0	0.0	0.0	kjournald
89	root	0	0.0	0.0	khubd

Figure 2.109: Viewing current CPU usage

2.20.1 Killing background processes


You can set WebHost Manager to automatically detect, kill, and email you about any one of the following processes:

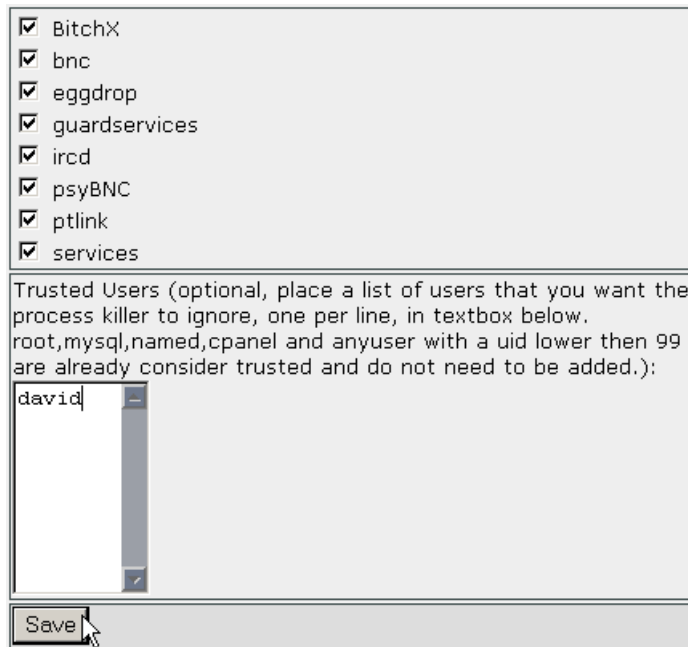
- BitchX – BitchX
- bnc
- eggdrop – Eggdrop sites
- guardservices
- ircd – ircd server page

- psyBNC – psyBNC tutorial
- ptlink
- services

It is recommended that you do not allow any of these processes to run on your servers. You can also add trusted users who will not have these processes killed.

To kill a background process:

1. Click on the **Background Process Killer** link in the System Health menu.
2. Click on the tick boxes next to the processes that you want to automatically kill. It is recommended that you do not allow any of these processes to run on your servers.
3. Enter the name of any trusted users in the available field, if required. Enter one user per line, and all users with an uid of less than 99 (including root, mysql, named, and cpanel) are automatically trusted.
4. Click on the  button.



<input checked="" type="checkbox"/> BitchX
<input checked="" type="checkbox"/> bnc
<input checked="" type="checkbox"/> eggdrop
<input checked="" type="checkbox"/> guardservices
<input checked="" type="checkbox"/> ircd
<input checked="" type="checkbox"/> psyBNC
<input checked="" type="checkbox"/> ptlink
<input checked="" type="checkbox"/> services

Trusted Users (optional, place a list of users that you want the process killer to ignore, one per line, in textbox below. root,mysql,named,cpanel and anyuser with a uid lower then 99 are already consider trusted and do not need to be added.):

david

Save

Figure 2.110: Killing background processes

2.21 CPanel 5

The CPanel 5 area contains a variety of miscellaneous features that help you to manage CPanel accounts.

2.21.1 Resetting a Shopping Cart

You can refresh a shopping cart that is not resetting by itself. This command is only designed to be used with the shopping cart scripts that come pre-installed with CPanel.

To reset a shopping cart:


1. Click on the **Reset a Shopping Cart** link in the CPanel 5 menu.
2. Click on the domain name with the problem shopping cart and click on the  button.



Figure 2.111: Resetting a shopping cart


2.21.2 Modifying CPanel / WHM news

You can display a customized version of the CPanel or WebHost Manager news, rather than use the default news script. You can modify the following areas:

- **Global CPanel News** – Displays on the home page of all CPanel accounts that you can effect, including your own, your resellers', and your resellers' customers' CPanel accounts.
- **Global WHM News** – Displays in the News area of all resellers' WebHost Managers.
- **Resold Customer News** – Displays on the home page of all your resellers' customers' CPanel accounts.
- **CPanel News** – Displays on the home page of all your customers' CPanel accounts (**not** your resellers' customers').

The News page is coded in HTML so you need to use HTML code when creating your own news content.

To modify CPanel or WebHost Manager news:

1. Click on the **Modify cPanel/WHM News** link in the CPanel 5 menu.
2. Enter or copy and paste the HTML code that you want to use into the relevant work areas.
3. Click on the  button.

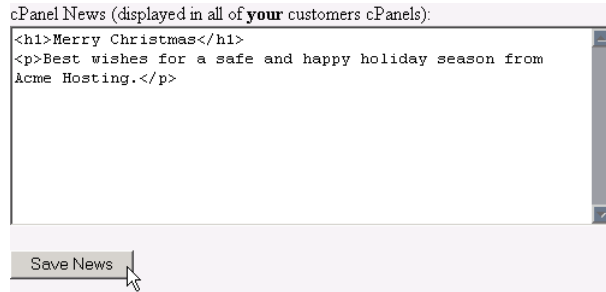



Figure 2.112: Modifying CPanel news

2.21.3 Upgrading to the latest version

Upgrading to the latest version of CPanel is as simple as clicking on a button.

To upgrade to the latest version of CPanel:

1. Click on the **Upgrade To Latest Version** link in the CPanel 5 menu.
2. Click on the  button.

```
Cpanel updates are coming from layer2.cpanel.net
fileutils passes checksum
findutils passes checksum
net-tools passes checksum
tcp_wrappers passes checksum
openssl is up to date
openssl-devel is up to date
gnupg is up to date
qpopper is up to date
exim is up to date
proftpd is up to date
bandmin is up to date
chkserverd is up to date
openssh is up to date
openssh-server is up to date
```

Figure 2.113: Upgrading to the latest version of CPanel

2.21.4 Resetting a Mailman password

You can change the password for any Mailman mailing list on your server, usually when a user has forgotten their own Mailman password.

To reset a Mailman password:

1. Click on the **Reset a Mailman Password** link in the CPanel 5 menu.
2. Click on the Mailman user from the available list.

3. Enter the new Mailman password in the **New Password** field and click on the  button.



Figure 2.114: Resetting a Mailman password

2.21.5 Enabling or disabling Outlook Express autoconfiguration

WebHost Manager can enable or disable Outlook Express autoconfiguration files. These allow CPanel users to simply click on a link next to an email address and your server will install Outlook Express registry settings on their computer. This function prevents a lot of support requests, as configuring email clients is a common problem for users. **Note:** This feature only works for users who are using Microsoft Windows.

To enable or disable Outlook Express autoconfiguration files:

1. Click on the **Enable/Disable Outlook (Express) AutoConfig** link in the CPanel 5 menu.

2. Click on the **Enable** button to enable Outlook Express autoconfiguration files or click on the **Disable** button to disable Outlook Express autoconfiguration files.

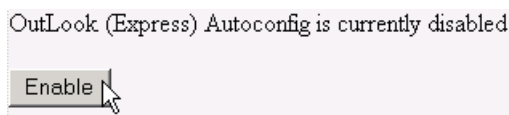


Figure 2.115: Enabling Outlook Express autoconfiguration

2.21.6 Adding on scripts

WebHost Manager provides a number of script packages that you can pass on to your CPanel customers. You can quickly install and uninstall these addon scripts as required, and if installed each script will be automatically updated as part of the WebHost Manager update (refer to page 18 for more information).

To add on scripts:

1. Click on the **Addon Scripts** link in the CPanel 5 menu.
2. Click on the **Install and Keep Updated** tick box next to the packages that you want to install.
3. Click on the **Save** button.




	Name: osCommerce Packager: DarkORB Price: Free (GPL) <input checked="" type="checkbox"/> Install and Keep Updated
	Name: PHP-Nuke Packager: DarkORB Price: Free (GPL) <input checked="" type="checkbox"/> Install and Keep Updated
	Name: InvisionBoard Packager: DarkORB Price: Free (Shareware) <input type="checkbox"/> Install and Keep Updated
<input type="button" value="Save"/>	

Figure 2.116: Adding on scripts

2.21.7 Synchronizing FTP passwords

You can synchronize FTP password files at any time.

To synchronize FTP passwords:

1. Click on the **Synchronize FTP Passwords** link in the CPanel 5 menu.

```
Ftp Password Files synced
Vhost Passwords synced
```

Figure 2.117: Synchronizing FTP passwords


2.22 SSL/TLS

The SSL/TLS area enables you to manage all areas of SSL certificates, from generating new certificates to installing and changing them.

2.22.1 Changing a certificate

WebHost Manager enables you to change your CPanel and WebHost Manager certificate automatically, without having to manually find and replace the certificate files. Refer to page 92 for more information about generating a certificate. **Note:** The CPanel certificate is used in the `https://www.yourdomain.com:2083` address and the WebHost Manager certificate is used in the `https://www.yourdomain.com:2087` address.

To change a certificate:

1. Click on the **Change cPanel/WHM Certificate** link in the SSL/TLS menu.
2. Enter the domain for the certificate in the **Domain this CRT is for** field.
3. Click on the  button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

Note: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to page 92 for more information.

4. Click on the  button.





Figure 2.118: Changing a certificate

2.22.2 Using the SSL Manager

The SSL Manager enables you to view and download currently available keys, certificates, and certificate request files. This enables you to keep track of certificates that you have generated with WebHost Manager.

To use the SSL Manager:

1. Click on the **SSL Manager** link in the SSL/TLS menu.

2. Click on the  button to view the text of a file or the  button to view the binary form of the file.

KEYS	CSRS	CRTS
ftpd-rsa-key.pem  		ftpd-rsa.pem  
business.co.nz.key  	business.co.nz.csr  	business.co.nz.crt  
business.co.nz.key.1020200412  		business.co.nz.crt.1020200412  

Figure 2.119: Using the SSL Manager

2.22.3 Purchasing and installing an SSL certificate



You can purchase an SSL certificate from an online vendor through WebHost Manager.

To purchase and install an SSL certificate:

1. Click on the **Purchase & Install a SSL Certificate** link in the SSL/TLS menu.
2. Click on the graphic of the company from which you want to purchase an SSL certificate.
3. Enter the host's domain name in the **Certificate Hostname** field.
4. Enter the principal contact's first and last name and email address in the **Full Name** and **Email Address** fields.
5. Enter the name of the company the certificate is for, the company division, and the company's mailing address in the **Company Name**, **Company Division**, and **Mailing Address** fields.
6. Enter the city, state, and country code in the **City**, **State**, and **Country** fields.
7. Enter the postal code and phone number for the contact in the **Postal Code** and **Phone Number** fields.
8. Click on the type of certificate that you want to purchase from the **Certificate Type** drop-down list. The current price list is available underneath the form.
9. Click on the **Standard Trust Logo** and/or **Credit Card Trust Logo** tick boxes, as required.
10. Click on the radio button for the number of servers you want and the number of years for which you want the certificate to be valid.
11. Enter the password for the certificate owner in the **Challenge Password** field.

Certificate Type	InstantSSL
Trust Logos	<input checked="" type="checkbox"/> Standard Trust Logo <input type="checkbox"/> Credit Card Trust Logo
Number of Servers (wildcard only)	<input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10
Number of Years	<input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3
Challenge Password	dw34t7

Figure 2.120: Purchasing an SSL certificate

12. Click on the  button.
13. Copy the RSA Private Key and Certificate Request values to a separate file for safe keeping.
14. Click on the  button.
15. Pay the online vendor for the certificate that you have ordered.

2.22.4 Listing SSL hosts

You can display a list of all the SSL hosts installed on your server at any time.


To list SSL hosts:

1. Click on the **List SSL Hosts** link in the SSL/TLS menu.
2. The list of installed SSL hosts is now displayed.

2.22.5 Deleting a SSL hosts

You can delete an installed SSL host at any time.

To delete a SSL hosts:

1. Click on the **Delete a SSL Host** link in the SSL/TLS menu.
2. Click on the tick box next to the SSL host that you want to delete and click on the  button.

2.22.6 Generating an SSL certificate

You can generate an SSL certificate, consisting of an RSA private key and certificate, for any domain using WebHost Manager. An SSL (Secure Sockets Layer) certificate is a public key which is verified by a trusted organization (in this case RSA Data Security, Inc. , a recognized world leader in cryptography and the global de facto standard for public key cryptography and digital signatures). This will allow viewers of an SSL site to verify the identity of the web site by its public key.

To generate an SSL certificate:

1. Click on the **Generate an SSL certificate and Signing Request** link in the SSL/TLS menu.
2. Enter the email address to send the certificate to in the **Email Address the Cert will be sent to** field.
3. Enter the domain that the domain is being created for in the **Host to make cert for** field.
4. Enter the administration details of the certificate in the **Country, State, City, Company Name, Company Division**, and **Email** fields.
5. Enter the password for the certificate in the **Password** field.

Create a New Cert		Create	Reset
Contact Info			
Email Address the Cert will be sent to.	admin@business.co.nz		
Cert Info (this will be displayed when a user connects)			
Host to make cert for	business.co.nz	Country (2 letter Abbreviation)	NZ
State	Auckland	City	Auckland
Company Name	Business Incorporated	Company Division	HQ
Email	admin@business.co.nz		
Password	asa645p		

Figure 2.121: Generating an SSL certificate

2.22.7 Installing an SSL certificate

Once you have generated or received an SSL certificate (refer to page 92 for more information), you can install the certificate using WebHost Manager. You need both the certificate and key files to install the certificate.

To install an SSL certificate:

1. Click on the **Install an SSL Certificate and Setup the Domain** link in the SSL/TLS menu.
2. Enter the domain, user name, and IP address for the certificate in the **Domain**, **User**, and **IP Address** fields.
3. Click on the **Fetch** button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

Note: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to page 92 for more information.

4. Paste the ca bundle for the certificate in the bottom display area, if required.
5. Click on the **Do it** button.

Install A SSL Cert

The crt may already be on the server.

You can try to it or paste the entire .crt file here:

```

-----BEGIN CERTIFICATE-----
MIIDtjCCAx+gAwIBAgIBADANBgkqhkiG9w0BAQFADCBnzELMAkGA1UEBhMC
TloX
ETAPBgNVBAGTCeF1Y2tsYW5kMREwDwYDVQQHEwhBdWNrbGFuZDEeMBwGA1UE
ChMV
QnVzaW5lc3MgSW5jb3Jwb3JhdGVkMQswCQYDVQQLEwJIUTEXMBUGA1UEAxMO
YnVz
aW5lc3MuY28ubnoxJDAlBgkqhkiG9w0BCQEFXdlYkBwcmVjaXNpb25kb2Nz
LmNv
bTAEFwOwMjAOMzAyMTAwMTRaFwOwMjA1MzAyMTAwMTRaMIGfMQswCQYDVQQG
EwJO
WjERMA8GA1UECBMIQXVja2xhbmQxETAPBgNVBAGTCeF1Y2tsYW5kMR4wHAYD
VQQK
ExVCdXNpbmVzcyBJbmNvcnBvcnFOZWQxCzAJBgNVBAsTAkhRMRCwFQYDVQQD
Ew5i
dXNpbmVzcy5jb5uejEkMCIGCSqGSIb3DQEJARYVd2ViQHByZWNPc2lvcnRv
Y3Mu
Y29tMIGfMAOGCSqGSIb3DQEBAQUAA4GNADCBiQKBgQC6UJ1JveSw9FEpGITU
QWWP
YSRQTkdrqMD6Yh1GSUvcgD5iMPMK5rz6DcwCnZmOpKele61Bjto9khrOyhX

```

Domain
User

Figure 2.122: Installing an SSL certificate

2.23 Restart Services

You can restart any of the available services on the system at any time. You can restart the following services:

- Mail Server (Exim)
- DNS/Name Server (BIND)
- FTP Server (ProFTPD)
- SQL Server (MySQL)
- SSH Server (OpenSSH)
- HTTP/Web Server (Apache)
- POP3 Server (cypop)
- Imap Server (uwimap)
- E-Commerce Server (interchange)

Refer to page 27 if you need to start or stop a service.

To restart a service:

1. Click on the required link in the Restart Services menu. This immediately attempts to restart the service and displays that service's status.

2.24 Scripts

WebHost Manager has a large number of predefined scripts available in the **/scripts** folder. The available scripts are as follows:

- **adddns** – Adds a DNS zone.
- **addfpmail** – Add frontpage mail exts to all domains without them.
- **addnetmaskips** – Add the netmask 255.255.255.0 to all ips that have no netmask.
- **addpop** – Add a Pop Account.
- **addservlets** – Add JSP support to an account (requires tomcat).
- **addstatus** – (Internal use never called by user).
- **adduser** – Add a user to the system.
- **adduser.old** – (OLD)
- **admin** – Run WHM Lite.
- **apachelimits** – Add rlimits to Apache.
- **bandwidth** – (OLD)
- **bulddomainaddr** – (OLD)
- **bupcp** – (OLD)
- **chcpass** – (Internal use).
- **checkinterchange** – (Internal use).
- **checklog** – (OLD)
- **chownpublichtmls** – Change ownership of all users web space to them, which is useful for converting to suexec. Files owned by nobody are deleted.
- **chpass** – Change password.
- **cleandns** – (OLD)
- **cleandns8** – Clean up named.conf.
- **cleanmd5** – Fix CPAN md5 problems.
- **cleanopenwebmail** – (OLD)
- **configips** – (OLD)
- ***.cgi** – (INTERNAL)
- ***.c** – (INTERNAL)
- **cpbackup** – Backup.
- **dialog*** – (NOT USED)
- **dns_setup** – (OLD)
- **dnstransfer** – Only if the server has a DNS master (sync with DNS master).

- **dotbuffer** – (INTERNAL)
- **editquota** – Change a users quota.
- **enablechkservdwebmail** – Enable service checking of webmail.
- **exchange*** – (INTERNAL)
- **finddev** – (INTERNAL)
- **findhacks** – Search for common Trojan Horses.
- **findtrojans** – Exhaustive Trojan Horse search.
- **fixadmin** – (OLD)
- **fixcartwithsuexec** – (INTERNAL) – Can be used to fix a cart with suexec.
- **fixcgiwrap** – (OLD)
- **fixcommonproblems** – Attempt to fix the most common problems.
- **fixeverything** – Common problems and quotas.
- **fixfpwml** – Fix for .wml errors with frontpage.
- **fixheaders** – Run if nothing compiles errors with .h files on compile.
- **fixhome** – (NOT USED) – Unsymlink items.
- **fixinterchange** – Reinstall interchange Perl modules.
- **fixinterchangeperm** – fix permissions on a users interchange cart.
- **fixipsnm** – Same as addnetmask ips, but Perl though.
- **fixlibnet** – Reinstall Bundle::libnet (Perl).
- **fixlocalhostwithphp** – Change /etc/hosts to work better with php 4.2.0 + mySQL.
- **fixndc** – Repair redhat's broken named.conf on 7.2.
- **fixoldlistswithsuexec** – Run after enabling suexec on the server to change the urls that Mailman gives out to ones that don't give a 500 internal server error.
- **fixperl** – Symlink /usr/local/bin/perl /usr/bin/perl.
- **fixpop** – Fix a POP account and reset password.
- **fixquotas** – Fix quotas.
- **fixrelayd** – (OLD)
- **fixrh72ndckey** – (INTERNAL)
- **fixsubdomainlogs** – Run if subdomain logs don't show up in CPanel.
- **fixsuexecgscripts** – Fix cgi scripts that are broken after suexec installed.
- **fixtrojans** – (NOT USED)
- **fixvaliases** – Fix permissions on valiases.
- **fixwebalizer** – Repair a Webalizer that has stopped updating.

- **fixwebmail** – (OLD)
- **fixwwwdir** – (OLD)
- **fpbtr** – (OLD)
- **fpsuexec** – (INTERNAL)
- **fpsuexec2** – (INTERNAL)
- **fpupgrade** – (INTERNAL)
- **gencrt** – Generate a .crt and .csr file.
- **gencrt2** – (NOT USED)
- **gentomcatlist** – (INTERNAL)
- **gethomedir** – (INTERNAL)
- **getpasswd** – (INTERNAL)
- **getremotecpmove** – (INTERNAL)
- **grabemails** – (INTERNAL)
- **grabhttp*** – (INTERNAL)
- **hackcheck** – (INTERNAL)
- **hdparmify** – Enable dma/irq/32bit hd access, which speeds up ide drives.
- **HTTPreq.pm** – (INTERNAL)
- **icpanel** – (OLD)
- **initbyteslog** – (INTERNAL)
- **initfpsuexec** – Enable FrontPage suexec support.
- **initquotas** – Turn on quota support on new drives.
- **initsslhttpd** – Make sure http starts with ssl.
- **initsuexec** – Turn on suexec support if suexec is installed.
- **installaimicq** – (INTERNAL)
- **installdb** – Install Bundle::DBD::mysql.
- **installipc** – (INTERNAL)
- **installrmmods** – (OLD)
- **installspam** – Install SpamAssassin.
- **installssl** – Add a ssl vhost.
- **installzendopt*** – Install zend optimizer.
- **ipcheck** – (INTERNAL)
- **ipusage** – (INTERNAL)
- **kernelcheck** – (INTERNAL)

- **killacct** – Delete an account.
- **killbadrpms** – Security script that kills insecure rpms from the server.
- **killdns** – Delete a DNS zone.
- **killndbm** – Remove the broken NDBM_File module from 7.2.
- **killvhost** – Delete a vhost.
- **listsubdomains** – List subdomains.
- **mailadmin** – (DEAD, OLD)
- **mailperm** – Fix almost any mail permission problem.
- **mailtroubleshoot** – Guided mail fix.
- **makesecondary** – Part of DNS transfer.
- **mkquotas** – OLD
- **mkwwwacctconf** – (INTERNAL)
- **mysqladduserdb** – Create a mySQL database and user.
- **mysqldeluserdb** – Delete a mySQL database and user.
- **mysqlinfo** – (OLD)
- **mysqlpass** – Change mysql password.
- **newdomains*** – (OLD)
- **newftpuser** – Create a new virtual ftp users.
- **newpop** – Create a pop account.
- **nofsck** – Make fsck always use -y
- **oopcheck** – (INTERNAL)
- **park** – Park a domain.
- **pedquota** – (INTERNAL) – Part of editquota (for editing quota).
- **phpini** – Create a php.ini file.
- **pkgacct*** – (INTERNAL)
- **popftpuse** – (OLD)
- **portsup** – (FREEBSD BETA)
- **pscan** – (OLD)
- **quicksecure** – Quickly kill useless services.
- **rasetup** – (OLD)
- **rawchpass** – (INTERNAL)
- **rebuilddcpusers** – Rebuild /var/cpanel/users.
- **rebuildhttpdconffromproftpdconf** – Rebuild httpd.conf from the proftpd.conf file.

- **rebuildinterchangecfg** – Used after moving a domain with Interchange to the server.
- **rebuildippool** – (INTERNAL)
- **rebuildnamedconf** – Restore named.conf from files in /var/named.
- **rebuildproftpd** – Restore proftpd.conf from httpd.conf.
- **remdefssl** – Remove default ssl vhost.
- **resetquotas** – Change quotas to what they should be .
- **restartsrv** – Restart a service.
- **reswhostmgr** – Restart whostmgr.
- **rhlupdate** – (OLD)
- **rpmup** – Upgrade redhat/mandrake errata/security.
- **runlogsnow** – (OLD)
- **runweblogs** – Run analog/webalizer/etc. for a user.
- **rusersscpcmd** – (INTERNAL)
- **scpcmd** – (INTERNAL)
- **searchreplace** – (NOT USED)
- **secureit** – Remove unnecessary suid binaries.
- **setupfp** – Install FrontPage 3 on an account.
- **setupfp4** – Install FrontPage 4 (2000) installer on an account
- **setupfp5** – Install FrontPage 5 (2002) installer on an account
- **simpleps** – Display the process list.
- **simplesshcmd** – (INTERNAL)
- **snarf** – (INTERNAL)
- **sscpcmd** – (INTERNAL)
- **ssh*** – (INTERNAL)
- **suspendacct** – Suspend an account.
- **sysup** – update CPanel rpms.
- **telentcrt** – (OLD)
- **testinf** – (OLD)
- **trustme** – (INTERNAL)
- **uf** – (OLD)
- **unlimitnamed** – Install the latest version of bind patched to support greater than 512 ips on the server.
- **unblockip** – Unblock an ip blocked by portsentry.
- **unpktacct** – (INTERNAL)

- **unsetupfp4** – Remove FrontPage 4 or 5 from an account.
- **unslavenamedconf** – If the user accidentally sets a DNS master as local server, this will repair named.conf after the loop.
- **unsuspendacct** – Unsuspend an account.
- **upcp** – Update CPanel.
- **updated** – Update /scripts.
- **updatedomainips** – (INTERNAL)
- **updatenow** – Update /scripts NOW.
- **updateuserdomains** – (INTERNAL)
- **userps** – (OLD)
- **userss*** – (INTERNAL)
- **verify** – (OLD)
- **whoowns** – Find out who owns a domain.
- **whostmgrkey** – (OLD)
- **wwwacct** – Create an account.
- **x*** – (OLD)
- **zoneexists** – (INTERNAL)

3 FAQ

Q: I'm having server problems but the problem is not listed below. What should I do? **A:** There are two options.

1. You can search the Knowledgebase in WebHost Manager. The is explained in the support part of this manual.
2. You can search the CPANEL forums – <http://support.cpanel.net/>

Q: How do I login to Cpanel from a non-GUI?

A: Do the following:

1. `/usr/local/cpanel startup`
2. `/etc/rc.d/init.d/cpanel3 restart` – This will restart CPANEL.

Q: I just got another server, what do I do?

A: If you would like to make your two servers work together, you will need to establish a trust relationship with your primary nameserver – refer to page 64 for more information. If you would like to transfer your old server's files to your new server – refer to page 54 for more information.

Q: Proftpd will not start it says, 'unable to determine the ip address of mydomainhere.com'. What do I do?

A: You need to change your hostname to a FQDN (Fully Qualified Domain Name). A FQDN has a host name, and a domain name which includes a top-level domain, e.g. `www.sub.domain.com`.

1. `#pico /etc/sysconfig/network`
2. Type `hostname www.sub.domain.com`
3. Save changes and quit `pico`.
4. Now, add a DNS Zone for `yourdomain.com` in WebHost Manager.
5. Add an entry to `/etc/hosts` for your hostname.

Q: I have a CPANEL license but when I login it says 'Invalid Lisc File'. What's wrong?

A: There are a couple of possibilities. The date on your server could be improperly synced, your main ip could have changed, or your files could have been corrupted.

1. First, try to resync your server's date:
`#rdate -s rdate.darkorb.net`
2. If that does not work, try to update your CPANEL license file:
`##/usr/local/cpanel/cpkeyclt`
3. If these do not work contact your distributor so they can update your license

Q: My install keeps saying "waiting for updated to finish". What should I do?

A: Do the following:

1. Open another Terminal window and run as root:
`#rsync -av rsync://ftp.cpanel.net/scripts /scripts`
2. `/etc/rc.d/init.d/cpanel3 restart` – This will restart CPANEL.

Q: What types of traffic does the Bandwidth monitor show?

A: The bandwidth monitor watches http, ftp, and pop traffic.

Q: I've added accounts in WebHost Manager that aren't showing up. What's wrong?

A: Your domain database has not been updated, you need to run:

```
#!/scripts/updateuserdomains
```

Q: What does Initial Nameserver Setup do?

A: This starts the name and adds it to the list of daemons to be checked.

Q: What should I do about partitioning my drive? What sizes do I need?

A: Refer to page 12 for more information.

Q: How do I upgrade using buildapache.sea?

A: Do the following:

1. SSH into your server.
2. SU and log in as root.
3. `#wget http://layer1.cpanel.net/buildapache.sea`
4. `#chmod 755 buildapache.sea`
5. `#./buildapache.sea`
6. Wait for the installer to complete.
7. Cleanup after the install with:
`#rm -Rf buildapache/`
`#rm buildapache.sea`

Q: How can I use Cpanel in a non-graphical environment?

A: Do the following:

1. `#!/sbin/chkconfig --add xfs`
2. `#!/sbin/service xfs start`

Q: Neomail keeps returning no MD5.so in @INC. What do I do?

A: `#!/scripts/cleanmd5`

Q: How can I fix problems with mail that result from incorrect permissions?

A: `#!/scripts/mailperm`

Q: I'm trying to add FrontPage extensions, or a new account, and I get sd(8,10) write failure, user limit block reached. What do I do?

A: `#!/scripts/fixquotas`

Q: What can fix many common problems?

A: `#!/scripts/fixcommonproblems`

Q: I keep getting a 500 error when trying to use Mailman. What is wrong?

A: Your hostname is not being sent with your e-mail. Do the following:

1. `#!/scripts/fixoldlistswithsuexec`

2. If that doesn't work, try:

```
#/scripts/fixmailmanwithsuexec
```

```
#pico /usr/local/apache/conf/httpd.conf – move the last vhost to the first vhost in the file.
```

Q: What do I do when Mailman wants UID 99 but is getting -1?

A: `#/scripts/upcp`

Q: My subdomain logs are not being processed. What do I do?

A: Do the following:

1. `#rm -f ~username/tmp/lastrun`
2. `#killall -9 cpanellogd`
3. `#/usr/local/cpanel/cpanellogd`

Q: How do I enable FrontPage on port 443 with ssl?

A: Do the following:

1. `/usr/local/frontpage/version5.0/bin/owsadm.exe -o install -p 443 -m`
2. `$domain -t apache-fp -xuser $user -xgroup $group -servconf`
3. `"/etc/httpd/conf/httpd.conf"`

Q: Neomail complains of no MD5.so in @INC – what do I do?

A: Do the following:

1. Rebuild perl using installer from <http://cpanel.net/>
2. Just running `/scripst/cleanmd5` should do it.

Q: When adding FrontPage, I get sd(8,10) write failure, user limit block reached. What do I do?

Run `/scripts/fixquotas`

Q: How do I fix general mail problems related to permissions?

A: `/scripts/mailperm`

Q: How do I fix the most common problems?

A: `/scripts/fixcommonproblems`

Q: How do I fix cgi scripts that are returning a 500 error because of permissions?

A: Do the following:

1. `/scripts/fixsuexecgscripts`
2. read `/usr/local/apache/logs/suexec_log` for Mailman 500 Error.
3. `/scripts/fixmailmanwithsuexec`
4. edit `/usr/local/apache/conf/httpd.conf` and move the vhost it creates (almost always the last one in the file) to be the first vhost.
5. Restart Apache: `/etc/rc.d/init.d/httpd restart`
6. run `/scripts/fixoldlistswithsuexec`

Q: What do I do when Mailman wants UID 99 when getting -1?

A: Do the following:

1. edit httpd.conf
2. Make sure Group is set to nobody.
3. run /scripts/upcp – that should rebuild mailman with the correct UID/GID.

/scripts/upcp should now detect this and fix it for you automatically.

1. Turn on SYN Cookies if built into the kernel.
2. echo 1 & /proc/sys/net/ipv4/tcp_syncookies – at boot time after the /proc file system has been mounted.

Q: How do I troubleshoot Perl scripts?

A: Do the following:

1. edit perl / cgi script - at top of file `#!/usr/bin/perl`
2. Use `CGI::Carp qw(fatalsToBrowser);` – errors should be redirected to browser rather than getting a 500 error.
3. Also, check if the script runs on the command line – `perl -w ./scriptname.cgi` – and see if it gives you errors.

Q: What do I do if subdomain logs are not getting processed?

A: Do the following:

1. `rm -f ~username/tmp/lastrun`
2. `killall -9 cpanellogd`
3. `/usr/local/cpanel/cpanellogd`

Q: How do I stop a crontab?

Add `- & /dev/null 2&&1` – after the entry in the crontab.

Q: What do I do when MySQL gives error of access denied for root@localhost?

A: Make sure root pass is in `/root/.my.cnf`, this is usually the first root password the box was given when CPanel was installed.

Q: How do I set the `/etc/my.cnf` file for sites with vbb forums that don't close connections, thus spawning 500 mysqld's and hogging all the RAM?

A: Do the following to mysqld:

- `set-variable = max_connections=1500`
- `set-variable = max_user_connections=200`
- `set-variable = wait_timeout=200`
- `set-variable = interactive_timeout=800`

Q: What do I do if SpamAssassin is taking up a lot of memory and CPU?

A: The chances are the dbm database has gotten corrupted. Try this:

1. Find out what user it's running as with 'top'.
2. `cd /home/user/`
3. `rm -rf .spamassasin`
4. Then mail them a couple of times to see if it fixes the problem.

Q: What do I do if buildapache.sea bombs out with a lot of nasty looking errors?

A: Do the following:

1. Find out the version (`cat /etc/redhat-release`).
2. Find a server running the same version that works.
3. `tar xzvf bits.tgz /usr/include/bits`
4. Copy that to the broken server.
5. Backup `/usr/include/bits` somewhere.
6. `tar xzvf bits.tgz` from /

Q: What do I do when a Guestbook is not showing anything, I get a blank page when trying to view, and no errors when submitting?

A: Do the following:

`chown nobody /home/username/.guestbook`

Make sure 'nobody' can write to it.

Q: What do I do when all the Perl/CGI scripts that are not running as root (including Interchange) get the error "getgrgid: invalid groupid XXXXX"? From Apache's error_log ...

[Tue Mar 26 09:13:16 2002] [error] [client x.x.x.x] (2)No such file or directory: getgrgid: invalid groupid 32015

[Tue Mar 26 09:13:16 2002] [error] (2)No such file or directory: exec of /home/username/public_html/utility.cgi failed

[Tue Mar 26 09:13:16 2002] [error] [client x.x.x.x] Premature end of script headers: /home/username/public_html/script.cgi

A: Do the following:

`chmod 644 /etc/group`

If that doesn't fix it, check permissions on the passwd file and shadow file as well just for good measure.

Q: What are the default locations for Mailman, exim config, exim log, or the exim reject log?

A: The locations are:

- Mailman lists = `/usr/local/cpanel/3rdparty/mailman/lists/`
- Exim Config = `/etc/exim.conf`
- Exim Log = `/var/log/exim_mainlog`
- Exim Reject Log = `/var/log/exim_rejectlog`

Q: What do I do when setting up a trust relationship and I get errors about possible security threats and stuff about SSH/known_hosts?

A: Most likely the master server has changed it's ssl info. The easiest way to remedy this is:

1. `cd /etc/`
2. `rm -rf .ssh`

Then try setting up the trust relationship again.

3.1 Using the Cpanel::Accounting Perl module

The Cpanel::Accounting perl module is designed to give programs that need access to create/remove/modify accounts an easy way to implement this in their perl program. For security reasons if you are connecting to a remote server you should set the `usessl` variable to 1. You must have the Net::SSLeay perl module installed for this to work.

Cpanel::Accounting supports the following methods:

- **new** – Create a new Cpanel::Accounting Object.
- **showversion** – Shows what version of WHM the remote server is running.
- **listaccts** – Lists currently active accounts.
- **listpkgs** – Lists packages available for creation.
- **addpkg** – Add a package.
- **editpkg** – Edit a package.
- **createacct** – Creates a new account on the server.
- **killacct** – Terminates an account on the server.
- **suspend** – Suspends an account on the server.
- **unsuspend** – Unsuspends an account on the server.

Please refer to the online version of this help for a sample Perl application.

3.2 Using the Cpanel Accounting php module

The Cpanel Accounting php module is designed to give programs that need access to create/remove/modify accounts an easy way to implement this in their php program. For security reasons if you are connecting to a remote server you should set the `usessl` argument to 1. You must have the `curl+ssl` module installed for this to work.

Cpanel Accounting supports the following methods:

- **showversion** – Shows what version of WHM the remote server is running.
- **listaccts** – Lists currently active accounts.
- **listpkgs** – Lists packages available for creation.
- **createacct** – Creates a new account on the server.
- **killacct** – Terminates an account on the server.
- **suspend** – Suspends an account on the server.
- **unsuspend** – Unsusends an account on the server.

Please refer to the online version of this help for a sample php application.

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